

KANTAR PUBLIC



Department for
Digital, Culture,
Media & Sport

Community Life Survey Technical Report 2020/21



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Information on the Community Life Survey and associated publications are available from:

<https://www.gov.uk/government/collections/community-life-survey--2>

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1. Introduction

This technical report covers the 2020/21 Community Life Survey. Technical reports for previous years are available on the UK Data Service.

1.1 Background to the survey

The Community Life Survey has been conducted by Kantar Public on behalf of the Department for Digital, Culture, Media and Sport since 2012.¹ The dataset from every survey year between 2012/13 and 2019/20 is available on the UK Data Service. The 2020/21 dataset will be available a few months after publication of the report, and a data user guide can be found in Chapter 9 of this report.

1.2 Survey Objectives

The Community Life Survey provides Official Statistics on issues that are key to encouraging social action and empowering communities, including volunteering, charitable giving, community engagement, well-being and loneliness.

The key objectives of the survey are to:

- Provide robust, nationally representative data on behaviours and attitudes within communities, to inform and direct policy and action in these areas.
- Provide a key evidence source for policy makers in government, public bodies, third sector organisations and other external stakeholders.
- Underpin further research and debate on building stronger communities.

1.3 Survey Design

The Community Life Survey 2020/21 is conducted via an online and paper methodology using Address Based Online Surveying (ABOS), an affordable method of surveying the general population that still employs random sampling techniques. ABOS is also sometimes referred to as “push to web” methodology. In brief, this methodology takes the following approach:

1. A stratified random sample of addresses is drawn from the Royal Mail’s postcode address file and an invitation letter is sent to ‘the residents’ of each one, containing username(s) and password(s) plus the URL of the survey website.
2. Respondents can log on using this information and complete the survey as they might any other online survey, with the option to stop and restart their survey when it suits them.

¹Between 2012-13 and 2015-16 the survey was conducted on behalf of the Cabinet Office.

3. Non-responders receive up to two reminder letters, with some respondents receiving paper questionnaires alongside the second reminder letter.²
4. Once the questionnaire is complete, the specific username and password cannot be used again, ensuring data confidentiality from others with access to this information.
5. Paper questionnaires are also available on request for those who are unable to take part online. The paper questionnaire is a reduced version of the online survey.

For further details about ABOS please see 'An introduction to address-based online surveying'.³

1.4 Questionnaire

Respondents can complete the survey online or by completing a paper questionnaire. The survey asks about a range of topics including; identity, social networks, sense of community, civic engagement, volunteering, social action, charitable giving, subjective wellbeing and loneliness.

The paper questionnaire covers the same topics as the online survey however the paper questionnaire is reduced in length. More information about the survey used in both modes can be found in Chapter 4.

1.5 Weighting

The survey data is weighted to compensate for variations in sampling and response probability. The inferential population is 'all adults in England aged 16+ and living in private residence'.

The data is calibrated to ensure that the weighted sample matches population totals for several dimensions; Gender by age group, degree level education by age group, housing tenure, region, household size, ethnic group and internet usage by age group. As respondents can complete the survey online or via a paper questionnaire, there are different weights for online only and online and paper questions. More information about the weighting process can be found in Chapter 7.

1.6 Coronavirus (COVID-19)

It should be noted that fieldwork for all four quarters of the 2020/21 survey took place during the COVID-19 pandemic. It is unclear what effect the COVID-19 pandemic, associated lockdown measures and associated media coverage may have had on public behaviours, attitudes and perceptions across the UK towards the topics in this report.

The factors described above should be taken into consideration when interpreting these results.

² Further information on which respondents receive a paper questionnaire in the second reminder can be found in section 3.3.1.

³ <http://the-sra.org.uk/journal-social-research-practice/>

2. Development

The Community Life Survey first took place in 2012/13 and was conducted via a face-to-face methodology. The survey incorporated key measures and replicated the main methodology from the Citizenship Survey, which was conducted from 2001 to 2011. The face-to-face survey was effective in providing a robust and nationally representative Official Statistic. However, the method was expensive and resource intensive. As a result, Kantar Public was commissioned to carry out development work to explore the feasibility of incorporating online/paper methods of data collection, which cost significantly less than face-to-face interviews, for future survey years.

The programme of methodological development work was carried out in parallel to the face-to-face survey and conducted between 2012 and 2015.⁴ It comprised four separate stages:

- **Stage 1:** Testing and refining an initial field model for online/paper survey delivery
- **Stage 2:** Larger scale online/paper pilot conducted alongside the face-to-face survey
- **Stage 3:** Testing the feasibility of sampling all adults in the household instead of one selected at random
- **Stage 4:** Study to investigate the relative contribution of sample effects and mode effects in explaining estimate differences between face-to-face and online/paper modes.

2.1 Online and Paper Survey Development

As the methodology is relatively new, the survey has continued to evolve as further evidence becomes available (see below for references). Developments by survey year are detailed in summary below, more details can be found in the relevant year's technical report.

2.2 Online and paper developments by Survey Year

2012/13: The first Community Life Survey took place

Conducted using a face-to-face methodology. The survey incorporated key measures and replicated the main methodology from the previous Citizenship Survey (commissioned by the

⁴ For more information on the findings of this development work please see Rebecca Hamlyn, Alice Fitzpatrick and Joel Williams (2015): [Investigating the viability of moving from a face-to-face to an online postal mode](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/466921/Investigating_the_the_viability_of_moving_from_a_face-to-face_to_an_online_postal_mode_FINAL.pdf) (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/466921/Investigating_the_the_viability_of_moving_from_a_face-to-face_to_an_online_postal_mode_FINAL.pdf)

Department for Communities and Local Government⁵ from 2001 to 2011). Details of the methodology and achieved samples can be found in the 2012-13 technical report.⁶

2012: Large-scale ABOS Test

A large-scale test of the Address Based Online Surveying (ABOS) design was conducted after Kantar Public⁷ were commissioned to explore cost effective methods for future survey years.

The aim of the test was to scope and test a potential field model for online/postal survey delivery. The test was based on a relatively large-scale random probability survey with c. 6,700 issued addresses, with invitations to access the online survey sent out by post. At each address, one adult aged 16+ was invited to take part, with selection based on the adult in the household who had the "last birthday". Up to two postal reminders were sent to each address to maximise response.

Four different incentive packages were tested in the first letter: £5 conditional voucher; £10 conditional voucher; £5 unconditional voucher; no incentive (the control group). A random subset of non-responders received a postal questionnaire with their second reminder, which they could complete instead of the online version. The paper version of the questionnaire was an edited version of the online interview with a reduced number of questions, as the full survey was too lengthy to accommodate on paper.

For more detailed results of this development work please see the full report for 2012/13.⁸

2013/14: Full scale test

Based on recommendations for an optimal design arising from Stage 1, a larger scale online/postal test survey was conducted which ran concurrently with the standard face-to-face survey during the survey year April 2013-March 2014.

A larger annual sample size of c.10,000 achieved online/postal questionnaires over the survey year provided a more robust test of differences in a) sample composition and b) measurement between online/postal and face-to-face modes.

The larger sample size also allowed some initial exploration of the relative contribution of sampling/fieldwork methods and data collection mode in explaining differences between online/postal and face-to-face survey estimates. Alongside the full-scale test, the feasibility of sampling all adults in the household instead of one selected at random was also explored. This involved an additional issued sample of n=1,400 addresses in Quarter 3, which were issued with different instructions for selecting which adults should complete the survey; all other features of the survey were the same

In this variant the invitation letter invited all adults in the household (up to a maximum of four) to complete the survey with an incentive of a £10 voucher offered to each responding adult. This was proposed as a solution to the problem of non-compliance with within-household sampling instructions identified at Stage 1.

The study allowed a comparison of the 'all adults' vs 'single adult' design on several measures including: completion behaviour associated with higher household conditional

⁵ Now the Ministry of Housing, Communities and Local Government.

⁶ http://doc.ukdataservice.ac.uk/doc/7433/mrdoc/pdf/7433_community_life_survey_technical_report.pdf

⁷ Then TNS-BMRB.

⁸ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/325872/Annex_B_-_Summary_of_web_experiment_findings_2012-13.pdf

incentives; sample profile; and data quality. For full details please see the technical report for 2013/14.⁹

2014/15: The ‘all adults’ approach was adopted into the survey

Following the work exploring the feasibility of sampling all adults in the household conducted alongside the 2013/14 survey, the ‘all adults’ design was adopted into the survey design.

A study was also conducted to investigate the relative contribution of sample effects and mode effects in explaining differences between face-to-face and online/postal mode. For details and analysis of these experiments, please see the 2017 experiment report.¹⁰

2015/16: 50% of selected addresses received a second reminder with two copies of the paper questionnaire

In 2015/16 the design of the survey was amended, so that up to two copies of the paper questionnaire were included in reminder mailings, targeted towards more deprived areas. This was done to limit between-strata variance in response. Paper questionnaires remained available to all households on request.

2016/17: Survey moved to an online and paper design only

In 2016/17 the survey moved to a solely online and paper design. The overall design of the 2016/17 online and paper survey remained largely unchanged from the 2015/16 survey.

However, the design was modified to achieve minimum usable samples of BAME groups. For full details, please see the technical report for 2016/17.¹¹

2017/18 Overall design remained largely unchanged from 2016/17

Paper questionnaires were sent out in the second reminder to approximately two thirds of households, and they were also available on request to all households.

Invitations for the 2017/18 survey were sent out to 31,059 addresses, with 7,558 online interviews, and 2,659 paper questionnaires completed over the course of the year. Full details of sampling and response are covered in detail within the technical report for 2017/18.¹²

2018/19 Overall design remained unchanged; letter experiment conducted.

Paper questionnaires were sent out in the second reminder to approximately two thirds of households, and they were also available on request to all households.

Invitations for the 2018/19 survey were sent out to 31,761 addresses, with 7,902 online interviews, and 2,725 paper questionnaires completed over the course of the year. Full details of sampling and response are covered in detail in the 2018/19 technical report.¹³

⁹ http://doc.ukdataservice.ac.uk/doc/7737/mrdoc/pdf/7737_community_life_2013-14_web_survey_technical_report.pdf

¹⁰ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/663700/Disentangling_sample_and_mode_effects_on_the_Community_Life_Survey_-_Nov_2017_revision.pdf

¹¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/651589/Community_Life_Online_and_Paper_Survey_Technical_Report_-_2016-17_v4_FINAL.pdf

¹² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/770554/Community_Life_Online_and_Paper_Survey_Technical_Report_2017-18.pdf

¹³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/820606/Community_Life_Online_and_Paper_Survey_Technical_Report_-_2018-19.pdf

An experiment was conducted in Q2 to test the effectiveness of a new letter design. Experiment letters were developed following a review of best practice and wider literature and issued to half the sample in Q2. Full details of this experiment are available in the 2018/19 technical report.¹⁴

The experiment letters were adopted for the full sample in Q3 and Q4.

2019/20 Overall design remained unchanged

Paper questionnaires were sent out in the second reminder to approximately two thirds of households, and they were also available on request to all households.

Invitations for the 2019/20 survey were sent out to 31,728 addresses, with 7,849 online interviews, and 2,394 paper questionnaires completed over the course of the year. Full details of sampling and response are covered in detail in this technical report.

2020/21 Overall design remained unchanged

Paper questionnaires were sent out in the second reminder to 60% of households, and they were also available on request to all households.

Invitations for the 2020/21 survey were sent out to 27,568 addresses, with 8,787 online interviews, and 2,130 paper questionnaires completed over the course of the year. Full details of sampling and response are covered in detail in this technical report.

The 2020-21 Community Life Survey included a randomised controlled trial on the impact on response probability of including two paper questionnaires with the second reminder letter. Full details are available in Appendix E.

As discussed in the introduction chapter, it should be noted that fieldwork for all four quarters of the 2020/21 survey took place during the COVID-19 pandemic. The effects of the pandemic should be taken into consideration when interpreting the results of this report.

¹⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/820606/Community_Life_Online_and_Paper_Survey_Technical_Report_-_2018-19.pdf

3. Sampling

3.1 Sample design objectives

The 2020/21 Community Life Survey sample design had to achieve several objectives:

- A responding sample size of at least 10,500 adults in England aged 16+ with the assumption that up to 500 would be edited from the dataset, leaving a total of at least 10,000
- A responding sample size of Black and Minority Ethnic (BAME) respondents of c.2,000 after editing
- An overall *effective* sample size of at least 6,000
- 'Usable' sample sizes for each of four most prevalent ethnic categories ((i) White British, (ii) Asian ethnic groups, (iii) Black ethnic groups, and (iv) other ethnic groups combined).

The 'effective' sample size in this context reflects the statistical value of the data after weighting to compensate for unequal sampling probabilities. As a general rule, the more the sample needs to be weighted the smaller the effective sample size relative to the actual responding sample size.

An equal probability sample of addresses would not have allowed all these objectives to be achieved so a stratified *unequal* probability sample of addresses was drawn.

The sample frame was the Royal Mail Postcode Address File (PAF) which includes c.99% of all residential addresses in England.

3.2 Address sampling protocol

Before sampling from the Royal Mail Postcode Address File, the residential addresses¹⁵ in each ethnic mix stratum were sorted by (i) expected response stratum, (ii) local authority, and (iii) postcode. A random start-point was selected within each ethnic mix stratum before a systematic sample of addresses was drawn with an interval suitable to obtain the target number of addresses for that stratum. In total, 39,384 addresses were sampled.

The sampled addresses (were systematically allocated (with equal probability) to one of quarters 1, 2, 3 or 4 and then further subdivided into nine batches, two for definite issue, six weeks apart, and seven much smaller batches to be used tactically to ensure that quarterly interview targets were met. Batch 1 comprised 40% of each quarter's sample, while batch 2 comprised 32%. The remaining seven batches (3-9) each comprised 4% of the sample. The intention was to issue batch 1 at the start of each quarter, and batch 2 – plus however many additional batches were judged necessary – six weeks later.

In the event, higher than expected response in quarters 1 and 2 forced a revision to the sample for quarters 3 and 4: batch 1 was divided into batches 1.1, 1.2 and 1.3. In each quarter, batch 1.1

¹⁵ The 'small user' subset of the Postcode Address File was used as the sample frame. This is thought to contain nearly all residential addresses, as well as a subset of non-residential addresses that cannot be separately identified as such.

contained 32% of the sample, while each of batches 1.2 and 1.3 contained 4%, for a total of 40% of the relevant quarter's sampled addresses (that is, equal to the original batch 1).

To summarise what happened in the field: in both quarters 1 and 2, sample batches 1 and 2 were issued (72% of sampled addresses); in quarter 3, sample batches 1.1 and 2 were issued (64% of sampled addresses); and in quarter 4, sample batches 1.1, 1.2, 1.3 and 2 were issued (72% of sampled addresses). In total, 27,568 sampled addresses were issued for the 2020-21 Community Life Survey.

3.3 The primary stratum: Ethnic mix

Because the sample design objectives are all focused on ethnic group sample sizes, the primary stratum defined addresses in terms of their *ethnic mix*. Ten ethnic mix strata were defined using a *k*-means clustering algorithm. This algorithm sorted all Lower Layer Super Output Areas (LSOAs) in England into ten groups on the basis of a set of 2011 census variables. Each variable was equal to the (estimated) proportion of adults in LSOA *t* who self-identified as part of ethnic group *g*. There were seven of these variables:

- % White British in LSOA *t*
- % Indian in LSOA *t*
- % Pakistani in LSOA *t*
- % Bangladeshi in LSOA *t*
- % Black African in LSOA *t*
- % Black Caribbean in LSOA *t*
- % White (not British) in LSOA *t*.

The *k*-means algorithm identified a clustering solution that maximised the difference in cluster-level means across all the input variables.¹⁶ Each cluster is one ethnic mix stratum. All addresses in each LSOA were included in the ethnic mix stratum of that LSOA. Within each of these ten ethnic mix strata, a single address sampling fraction was applied but this fraction varied *between* strata. These strata were first used for the 2016/17 Community Life Survey.

3.3.1 The secondary stratum: Expected response rate

The secondary stratum was first used for the 2017/18 survey. Each LSOA in England was placed into one of five strata based on its modelled response rate *if* (i) no paper questionnaires were included in the 2nd reminder, and (ii) no 3rd reminders were used. As with the ethnic mix strata, all addresses in each LSOA were included in the expected response stratum of that LSOA. The model was based on data from the 2016/17 survey and each LSOA was allocated to an expected response stratum on that basis. To keep stratum definitions consistent over time, this model has not been updated since the 2016/17 survey. However, it is highly unlikely that any LSOA has been allocated to a wholly inappropriate stratum.

The five strata were defined as follows:

¹⁶ The algorithm needed to be run several times with different 'seed values' to ensure that the solution was stable (did not vary much as a function of the seed value selection). However, only one run was used to define strata.

1. <0.25 expected online responses per sampled address
2. $\geq 0.25 < 0.30$ expected online responses per sampled address
3. $\geq 0.30 < 0.35$ expected online responses per sampled address
4. $\geq 0.35 < 0.40$ expected online responses per sampled address
5. ≥ 0.40 expected online responses per sampled address.

The expected number of responses was estimated via a generalised linear model and is a function of the local LSOA's region, ethnic mix stratum, index of multiple deprivation, and four summary variables each representing a different dimension of census data.¹⁷

Ever since this design was introduced, a different data collection design has been used in each secondary stratum in an effort to reduce the between-strata variance in response. For example, for the 2019/20 survey: in strata 1 and 2, every 2nd reminder contained two paper questionnaires to encourage response; in stratum 3, a random 46% of 2nd reminders contained two paper questionnaires; in strata 4 and 5, no 2nd reminders contained paper questionnaires.

For the 2020/21 survey, a randomised controlled trial was embedded to assess the impact on response probability of including two paper questionnaires with the second reminder letter. Within each of the five secondary strata, each sampled address was randomly allocated to either (a) receive these questionnaires in the second reminder (if needed), or (b) not.

The allocation probability for condition (a) varied between strata: 80% for strata 1 & 2, 57% for stratum 3, and 20% for strata 4 & 5. This variation was implemented to partially preserve the 'targeted' provision of paper questionnaires which has been a feature of the Community Life Survey design since the 2016/17 survey.

The results of this randomised controlled trial are presented in Appendix E of this report.

The number of expected responses per sampled address in each stratum was::

- Stratum 1 = 0.26 expected responses per sampled address
- Stratum 2 = 0.33 expected responses per sampled address
- Stratum 3 = 0.35 expected responses per sampled address
- Stratum 4 = 0.36 expected responses per sampled address
- Stratum 5 = 0.46 expected responses per sampled address.

3.3.2 Address sample sizes in each stratum

¹⁷ The profile of each LSOA is represented by a set of six Census-derived 'principal component' scores, each reflecting a different aspect of that LSOA. One of these principal components is strongly correlated with the neighbourhood's index of multiple deprivation, one is correlated with the proportion of accommodation units that are flats, one with the presence of students, one with the share of the population aged 65+, and two are correlated with different aspects of the ethnic mix. Four of the six factors proved to be significant predictors of response to the Community Life Survey.

In detail, a statistical technique called PCA was used to form uncorrelated linear combinations ('principal components') of 42 LSOA-level Census proportions (e.g., % of 16-24s with degree-level qualifications). The first principal component accounts for as much variance as possible across the 42 input variables. Successive components explain the - progressively smaller - residual variance and are all (by design) uncorrelated with each other. These principal components were then 'rotated' using the *varimax* algorithm which seeks to minimise the number of input variables that have high correlations with each of the first f factors (f is user-specified but should explain a high percentage of the total variance; $f = 6$ in this case, explaining 77% of the total variance). The *varimax* rotation method simplifies interpretation compared to other rotation methods and compared to the initial (un-rotated) principal components.

The primary and secondary strata were crossed to form 43 final strata (not 50 because seven combinations were empty). Because the sampling fraction did not vary within the ten ethnic mix strata it was only necessary to calculate the number of addresses to sample for each of these primary strata rather than for every one of the 43 final strata.

The number of addresses to sample in each ethnic mix stratum was calculated using data from the 2016-19 surveys. This data allowed estimation of the expected response rate in each of the 43 final strata, given the data collection design used in each one. The same data was also used to estimate relative response for each ethnic group in each stratum.

Using this data, Kantar Public used a solving algorithm to identify a design that maximised the total effective sample size, given the constraining sample design objectives outlined at the start of this report section. The final design is shown in table 3.1:

Table 3.1: Ethnic mix strata and the target number of addresses to sample in each

Ethnic mix stratum	White British Census %	Asian Census %	Black Census %	Other Census %	Share of Census population	Share of address sample	Addresses to sample
1	44%	39%	5%	12%	1.2%	2.0%	799
2	49%	18%	16%	18%	2.9%	7.4%	2,917
3	47%	13%	8%	32%	3.9%	6.9%	2,716
4	88%	3%	1%	8%	20.7%	15.7%	6,190
5	17%	60%	9%	15%	1.8%	3.5%	1,386
6	66%	13%	5%	16%	7.3%	12.2%	4,813
7	15%	67%	7%	11%	1.1%	1.9%	747
8	27%	23%	23%	27%	4.4%	13.4%	5,296
9	95%	1%	0%	4%	44.9%	20.9%	8,239
10	79%	7%	3%	11%	11.8%	15.9%	6,281
All	80%	7%	3%	9%	100.0%	100.0%	39,384

Table 3.2 shows the expected responding sample size for each ethnic group as well as the expected effective sample size after weighting to compensate for unequal sampling probabilities.

Table 3.2: Expected sample sizes for each ethnic group

Ethnic group	Expected sample size (after editing)	Expected effective sample size after weighting¹⁸
White British	7,346	5,558
Asian	627	476
Black	362	259
Other groups	1,666	1,123
All	10,000	7,010
(All Non-White British groups)	(2,654)	(1,859)

3.4 Within-address sampling protocol

At each address, all permanently resident adults aged 16+ were invited to take part in the survey although only four serial numbers were included in the letter (more could be requested for larger households). It is worth noting that a small fraction (<3%) of addresses in England contain more than one household. There is no household selection stage so, at these addresses, the selected household is the one that picks up the invitation letter.

An extra feature for the 2020/21 survey was the addition of household structure data from CACI Ltd¹⁹, namely this company's prediction of the number of residents 18-24-year-olds, 25-34-year-olds, 35-44-year-olds, 45-54-year-olds, 55-64-year-olds, 65-74-year-olds, and those aged 75+. This data was added to test how predictive it was of reported household age structures (and of overall household size). The results are presented in Appendix E of this report.

¹⁸ This ignores the variable-specific effects of sample stratification and clustering by household. The latter will tend to further reduce the effective sample size.

¹⁹ <https://www.caci.co.uk/>

4. Questionnaire

4.1 Overview

The questionnaire for the 2020/21 survey was intended to provide comparable data to previous years. As a result, minimal changes were made to the questionnaire.

4.2 Questionnaire development

The online questionnaire was reviewed and updated in February and March 2020 to reflect current policy priorities and best practice. As a result, the following changes were made:²⁰

- RelMix: *In the **last 12 months**, have you mixed socially with people from different religious groups in any of the following places? By 'mixed socially', we mean interacting with someone more than just to say hello. Please choose all that apply.* This question was added to the *Identity and Social Networks* section, after *SEduc*.
- Ethmix: *In the **last 12 months**, have you mixed socially with people from different ethnic groups in any of the following places? By 'mixed socially', we mean interacting with someone more than just to say hello. Please choose all that apply.* This question was added to the *Identity and Social Networks* section, after *SEduc*.
- NBarr: *Why don't you chat to your neighbours more often. Please select all that apply.* A new answer code was added, saying "Neighbours have a different religion/faith to my own".
- LocVote: *Did you vote in the last local government election? Please exclude election of local police and crime commissioners.* This question was removed.
- CharServ: *Excluding any paid or unpaid work or help, have you **used** any of these charity services within the **last 12 months**? Please select all that apply.* This question was added to the beginning of the *Volunteering* section.
- FlndGpA: *How did you find out about opportunities to give unpaid help to [this/these group(s), club(s) or organisation(s)]? Please select all that apply.* A new answer code was added, saying "From a member of my family", while the wording at response code "www.do-it.org.uk" was replaced with "Social media".
- VolBen: *Did you start helping these groups, clubs or organisations for any of the following reasons? Please select all that apply.* A new answer code was added, saying "My family did it", while the wording at response code "My friends/family did it" was replaced with "My friends did it".

²⁰ These changes were made to the online questionnaire only as these questions are not present in the paper questionnaire.

- VolUnPd: In the ***last 12 months***, have you done any voluntary or unpaid work connected to any of the following areas? Please select all that apply. This question was added to the Volunteering section, after VolBen.
- GivMon: In the ***last 12 months***, have you given any money to any of the following charity sectors? Please select all that apply. This question was added to the Volunteering section, after GGroup.
- LocMot2: Why did you get involved in [the local issue or activity/all of the local issues or activities]? Please select all that apply. A new answer code was added, saying "My religious beliefs".

The paper questionnaire was also reviewed, with the following amendment being made:

- Q63: Finally, before submitting your response to this survey, please sign your name to confirm that you answered the questions as accurately as possible and that the answers reflect your own personal views. This question was added to the end of the postal questionnaire.

In March 2020, the government in England introduced social distancing guidelines due to the COVID-19 pandemic. The following amendments were made to the questionnaire following this change in policy to capture respondents' behaviours in relation to the pandemic:

- BVLon: You've said that during the last 12 months you have not done any of the following things for any groups, clubs or organisations. Have you done any of these things – **unpaid** – for a group, club or organisation' **in the last five years (that is since YEAR)**? Please select all that apply. A new answer code was added to the online questionnaire, saying "Helping someone who is self-isolating due to coronavirus".
- VYStop: What were the main reasons you stopped giving unpaid help to any groups, clubs or organisations? Please select all that apply. A new answer code was added to the online questionnaire, saying "I am limiting contact with others due to coronavirus".
- VBarr: question text. Two new answer codes were added to the online questionnaire, saying "I am limiting contact with others due to coronavirus" and "Too difficult during the coronavirus outbreak".

4.3 Online Questionnaire Content 2020/21

The final Community Life Online Survey 2020/21 consisted of the following modules:

- **Demographics** – details of the household, including the number of adults and children, the gender and age of people within the household, and details of the relationships within the household.
- **Identity and Social Networks** – basic demographic information on the respondent's friends, and how often and how they communicate with friends and family that they do not live with.
- **Your Community** – the respondent's sense of belonging to their immediate neighbourhood, local area, and Britain, as well as their relationships with neighbours and their satisfaction with the local area.

- **Civic Engagement** – involvement in local affairs, community decision making through formal roles or groups, and their ability to influence decisions affecting both the local area and Britain.
- **Volunteering** – involvement with groups, clubs, or organisations, giving help through these groups (known as formal volunteering), volunteering through work, previous lapsed volunteering, giving help as an individual to someone who is not a relative (known as informal volunteering), charitable giving in the past four weeks, and charity use in the past twelve months.
- **Social Action** – awareness of local people getting involved in their local area to either: set up a new service or amenity, stop the closure of a service or amenity, stop something happening, helping to run a local service or amenity, help to organise a community event such as a street party, or helping with any other issues affecting the local area; whether the respondent is personally involved in any of these activities, what they do, how they became involved, why they became involved, and, if they are not involved, why they are not.
- **Subjective Wellbeing and Loneliness** – the respondent’s feelings on aspects of their life, including the extent to which they feel the things they do in life are worthwhile, levels of happiness and satisfaction, and feelings of anxiety and loneliness.
- **Demographics Part Two** – covers other demographic information such as the general health of the respondent and their citizenship, employment status, education, and income. This section ends by asking if the respondent would be happy to be recontacted in any follow up research.

A copy of the online questionnaire can be found in Appendix A.

For the online questionnaire, “Don’t know” and “Prefer not to say” were presented on a second screen for the majority of questions, with the exception of a small number of more sensitive demographic questions where they appeared on the first screen. For a few questions, additional codes were also included on a second screen. These codes are included in the questionnaire in Appendix A. If a respondent clicked forward without selecting an answer, then these answer codes would appear. This was done to replicate the initial face-to-face approach used in previous years, where these codes were not seen by respondents. For full details, please see the technical report for 2015-16.²¹

4.4 Paper Questionnaire Content 2020/21

The paper version of the questionnaire covered a smaller subset of questions than the online survey, though still covered the same subject areas outlined in section 4.3. The paper questionnaire was reduced in length as the time taken to complete the online survey averaged around half an hour, which was not deemed appropriate for a paper questionnaire.

The question wording used in both the online and the paper versions of the questionnaire was the same. In total, around 50% of the questions included in the online questionnaire were included in the paper questionnaire.

Given it is not possible to hide answer codes in paper questionnaires, “Don’t know and “Prefer not to say” answer codes were generally omitted from the paper questionnaire. However, given the sensitive nature of the wellbeing and loneliness questions, these options were retained for these questions. Respondents were also informed on the front page of the paper questionnaire that if they did not

²¹ http://doc.ukdataservice.ac.uk/doc/8124/mrdoc/pdf/8124_community_life_web_survey_technical_report_2015-16_final.pdf

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remember, know, or want to answer a question then they could cross the relevant box where shown or leave the question blank.

A copy of the paper questionnaire can be found in Appendix B.

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5. Fieldwork

5.1 Introduction

Fieldwork for the Community Life Survey 2020/21 was conducted between April 2020 and March 2021, with samples issued on a quarterly basis. Each quarter's sample was split into two batches, the first of which began at the start of the quarter, and the second began midway through the quarter. The specific fieldwork dates for each quarter are shown below in table 5.1.

Table 5.1: Fieldwork dates

Quarter	Fieldwork start	Fieldwork end
Quarter 1	06 April 2020	29 June 2020
Quarter 2	06 July 2020	28 September 2020
Quarter 3	05 October 2020	29 December 2020
Quarter 4	04 January 2021	29 March 2021

The paper questionnaire acted as an add-on to the online survey and was made available to around 60% of respondents at the second reminder stage based on the response probability strata as described in section 3.3.1. The paper questionnaire was also available on request to all respondents who preferred to complete the survey on paper or who were unable to complete online.

5.2 Contact procedures

5.2.1 Online letters

All sampled addresses were sent a letter in a white envelope with an On Her Majesty's Service logo. The letter invited up to four people aged 16 or over in the household to take part in the survey. The letter directed respondents to www.commlife.co.uk and provided information on how to log in to the survey. Four sets of unique reference numbers and passwords were provided to each address for the respondents to log in with.

The letter informed the resident(s) that they would be able to claim a £10 shopping voucher after completing the survey, as a thank you for taking part (see section 5.4 for details of incentives). The letter also provided an email address and freephone number for resident(s) to contact Kantar Public on in case they wanted more information regarding the survey or needed to request a postal questionnaire.

The back of the letter contained important information including the purpose of the survey, how the addresses were selected, data protection, the voluntary nature of the survey and the importance of taking part. It also included information for those respondents who wished to take part via postal

questionnaire, informing them that, if requested, a paper version of the survey will be posted to them along with a pre-paid envelope to allow it to be returned at no extra cost.

Letters were posted on a Wednesday to allow for them to arrive by Friday, to maximise responses over the weekend.

Two weeks after the initial invitation letters were sent, a reminder letter was sent out to all addresses where the survey had not been completed by all household members.²²

A further two weeks after the first reminder was sent out, a second reminder was posted. There were three separate second reminder letters, each with slightly different text. One version contained one postal questionnaire, another had two postal questionnaires, and the other was a reminder letter only. As outlined in table 5.2 below, roughly 60% of these second reminders contained paper versions of the questionnaire, along with pre-paid return envelopes. This is based on the response probability strata (see section 2.3). The majority of households that received paper questionnaires with their reminder letters received two copies. Respondents state the number of adults in the household as part of the survey, so those with only one remaining household adult who has not completed the survey receive one copy of the paper questionnaire. Reminder letters were not sent to households which had chosen to opt-out or had already requested paper questionnaires.

Table 5.2: Breakdown of second reminder letters with paper questionnaires

Stratum (IMD)	Method
1 (Lowest response probability strata)	Paper questionnaires in all second reminders
2	Paper questionnaires in all second reminders
3	Paper questionnaires in 46% of second reminders
4	No paper questionnaires in reminders
5 (Highest response probability strata)	No paper questionnaires in reminders

The specific dates for each letter dispatch over the 2020/21 survey year are outlined below in table 5.3.

Table 5.3: Letter dispatch dates

Quarter	Batch	Initial letter	First reminder letter	Second reminder letter
Quarter 1	1	07 April 2020	20 April 2020	04 May 2020
	2	20 May 2020	01 June 2020	15 June 2020
Quarter 2	1	07 July 2020	20 July 2020	03 August 2020

²² The total number of household members is collected in the first interview completed.

	2	18 August 2020	01 September 2020	14 September 2020
Quarter 3	1	05 October 2020	19 October 2020	02 November 2020
	2	16 November 2020	30 November 2020	14 December 2020
Quarter 4	1	06 January 2021	18 January 2021	01 February 2021
	2	15 February 2021	01 March 2021	15 March 2021

Copies of the online letters used during 2020/21 are available in Appendix C.

5.2.1 Confidentiality

Each of the letters assured the respondent of confidentiality, by answering the question “Is this survey confidential?” with the following:

“**Yes.** The information that is collected will only be used for research and statistical purposes. Your contact details are kept separate from your answers and will not be passed on to any other organisation outside of the WPP group or supplier organisations who assist in running the survey.

Data from the survey will be shared with DCMS for the purpose of producing and publishing statistics. The data shared with DCMS won’t contain your name or contact details, and no individual or household will be identifiable from the results. Your answers will be combined with others that take part in the survey. You will not receive any ‘junk mail’ as a result of taking part.”

5.3 Fieldwork figures

The next section outlines the fieldwork figures and response rates achieved on the 2020/21 survey. Figures from the online survey are outlined first, followed by the paper figures, and then both modes combined.

5.3.1 Online fieldwork

When discussing fieldwork figures in this section, response rates are referred to in two different ways:

- **Household response rate** – This is the percentage of households contacted as part of the survey in which at least one questionnaire was completed.
- **Individual response rate** – This is the estimated response rate amongst all adults that were eligible to complete the survey.

The target number of completed questionnaires required on the online survey over the 2020/21 survey year was 8,000, equating to 2,000 per quarter. In total, 27,568 addresses were sampled²³, from which 8,787 interviews were achieved online, having removed 653 after validation checks.²⁴ At

²³ For more information on the address sampling protocol, please see section 3.3.

²⁴ For more information on the validation checks, please see section 6.2.

least one online interview was completed in 5,842 households, which represented an online household response rate of 21.19%.

In an online survey of this nature, no information is known about the reason for non-response in each individual household. However, it can be assumed that 8% of the addresses in the sample were not residential and were therefore ineligible to complete the survey. Once deadwood²⁵ addresses are accounted for, the final online household response rate was 23.03%.

The expected number of eligible individuals per residential address was averaged at 1.89 per address, therefore the total number of eligible adults sampled was 47,939. The online survey was completed by 8,787 people, indicating an online individual response rate of 18.33%.

The full breakdown of the fieldwork figures and response rates are available in table 5.4.

Table 5.4: Online response rates by quarter

Quarter	No. of sampled addresses	No. of completed questionnaires	No. households completed	Household response rate (excl. deadwood)	Individual response rate (excl. deadwood)
Quarter 1	7,089	2,281	1,510	23.15%	18.51%
Quarter 2	7,090	2,222	1,478	22.66%	18.02%
Quarter 3	6,301	1,856	1,241	21.41%	16.94%
Quarter 4	7,090	2,428	1,613	24.73%	19.70%
Total	27,570	8,787	5,842	23.03%	18.33%

5.3.1 Paper fieldwork

Over the course of the 2020/21 survey year, 282 paper questionnaires were requested across 220 households. This represented about 1% of the overall sampled households. Paper questionnaires were returned from 115 households, giving a household response rate of 52.27% amongst those who requested a paper version of the questionnaire.

The number of paper questionnaires returned over the survey year, including both those requested by respondents and those included within the second reminder, is shown in table 5.5.

Table 5.5: Number of paper questionnaires returned by quarter

Quarter	No. of paper questionnaires returned by quarter
Quarter 1	544

²⁵ Deadwood refers to addresses which are not eligible to complete the survey, such as second homes, vacant properties, or business addresses. These addresses were not included in survey response rate calculations.

Quarter 2	639
Quarter 3	377
Quarter 4	570
Total	2,130

5.3.1 Combined fieldwork figures

By combining the 8,787 completed online surveys and the 2,130 returned paper questionnaires, the total number of interviews completed for the 2020/21 survey stands at 10,917 interviews. The combined household response rate, including online and paper interviews, therefore reached 26.20% and after accounting for deadwood addresses, the overall household response rate was 28.48%. The overall individual response rate, after accounting for deadwood, was 22.77%.

The overall fieldwork figures, including online and paper interviews, are broken down by quarter in table 5.6.

Table 5.6: Combined online and paper fieldwork figures by quarter

Quarter	No. of sampled addresses	No. of interviews achieved – online + paper	No. households completed	Household response rate (excl. deadwood)	Individual response rate (excl. deadwood)
Quarter 1	7,089	2,825	1,851	28.38%	22.92%
Quarter 2	7,090	2,861	1,892	29.01%	23.21%
Quarter 3	6,301	2,233	1,488	25.67%	20.38%
Quarter 4	7,090	2,998	1,993	30.55%	24.32%
Total	27,570	10,917	7,224	28.48%	22.77%

5.3.1 Combined fieldwork figures – weighted

Due to the sample approach which targets certain ethnic groups²⁶, addresses with a lower than average expected response probability were over sampled. As a result, this means the response rate is not population-representative. However, weighting can rectify this, resulting in a population-representative 16.85% individual response rate for online only, and a population-representative overall (online or paper) individual response rate of 20.79%.

²⁶ For more information on the sample design, please see sections 3.1-3.4.

5.4 Incentive system

All respondents that completed the Community Life Survey were given a £10 shopping voucher as a thank you for taking part.

5.4.1 Online incentives

The £10 incentive available to respondents who completed the survey online comprised online vouchers which were provided by email, or gift cards which were sent in the post. Online vouchers were emailed to respondents within 24 hours, while paper vouchers were sent in the post and arrived within one week of the order. Online survey respondents could choose which voucher they received from a choice of four.

5.4.2 Paper incentives

Respondents who returned the paper questionnaire were also provided with a £10 shopping voucher. This voucher was sent in the post and could be used at a variety of high street stores. Once the completed questionnaire was returned by the respondent, vouchers were posted to them within five working days.

5.5 Survey length

The median completion length of the online surveys, with outliers excluded, was 29 minutes and 38 seconds, and the mean was 34 minutes and 32 seconds.²⁷ This is based on full surveys and does not include partial completions. The median completion length of the 2020/21 online survey was roughly a minute longer than the median length of the 2019/20 online survey. This was due to the additional questions added to the 2020/21 survey. For an overview of these additional questions, please see section 4.2.

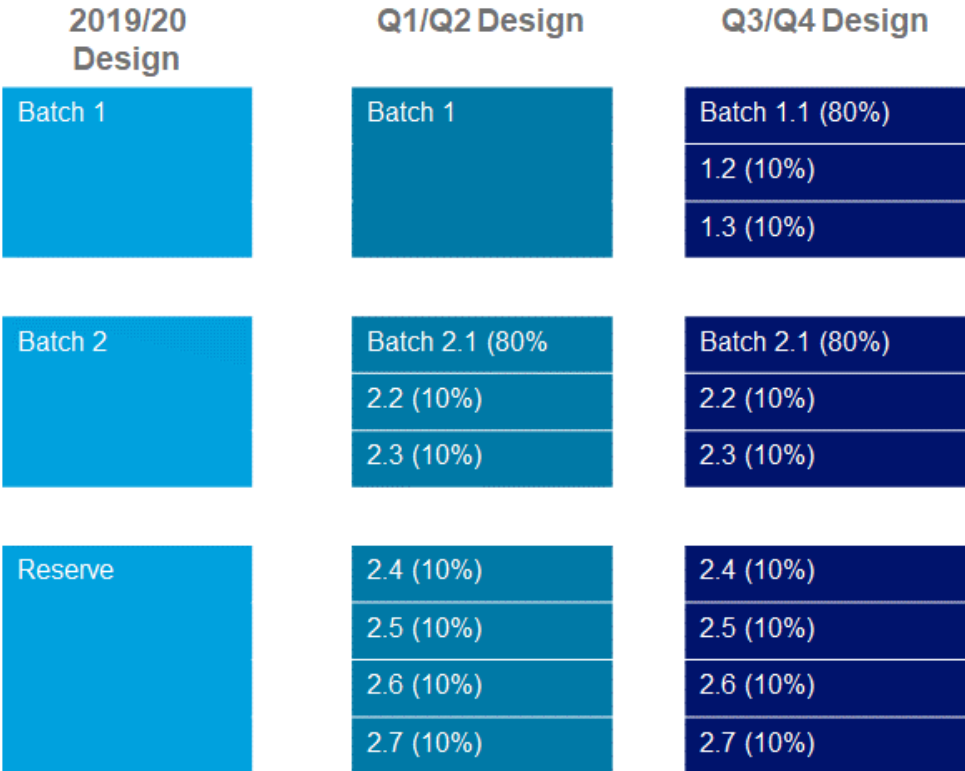
5.6 'Micro batching'

To enable better response to changes in fieldwork performance, a 'micro batching' system for each quarter was adopted. In quarter 1 and quarter 2 this was applied to batch 2, this gave us the ability to quickly adjust the sample size between 80% and 140% of the standard batch size. In quarter 3 and quarter 4, the system was extended to batch 1, enabling us to reduce the sample size to 80% in order to account for overperformance in quarter 1 and quarter 2.

This set up is outlined below in figure 5.1.

²⁷ This figure is calculated by removing outliers, which were any interviews shorter than 10 minutes or longer than 150 minutes.

Figure 5.1: Micro batching set up diagram



6. Data Processing

6.1 Editing

As described earlier, data have been collected from both an online questionnaire and a paper questionnaire. While the online questionnaire includes some built-in routing and checks within it, the paper questionnaire relies on correct navigation by respondents.

6.1.1 Online

Where clearly relevant, the Computer Assisted Web Interviewing program (CAWI) specified numerical ranges to ensure answers were sensible. Logic checks were also scripted to check answers that may not be feasible, for example if the respondent coded they are an employee initially but self-employed at a subsequent question.

6.1.2 Paper

With paper questionnaires, there are a number of completion errors in the data that need to be resolved. These errors generally arise for the following reasons:

- Cases where the individual selects more than one response to a single coded question
- Cases where individuals can select more than one response, however they select two conflicting answers such as none of these and a valid survey response
- Cases where responses are left blank even though the respondent should have answered the question
- Cases where the individual fails to select an answer for a filter question but then provides an answer for subsequent questions relating to the filter question.

In these situations, respondents were coded as system missing (either Don't know or Refused).

6.2 Data Quality

With interview-based surveys we have confidence that almost all the data is collected in a controlled manner and from the right individual.

With most self-completion survey methods, there is no interviewer to do this work so it must be accomplished via other methods. With that in mind an algorithm to validate responses post-fieldwork was used.

The algorithm utilises relevant classic indicators of proxy, careless or fraudulent completion including (i) inconsistencies in household data when multiple completed questionnaires have been received from the same household, (ii) use of the same email address by multiple respondents when providing

the necessary details to receive the incentive, (iii) suspiciously short completion times, and (iv) excessive missing data rates.

Other indicators such as flat-lining through question sets with the same response codes were not included as the questionnaire uses very few grid style questions.

This approach led us to remove about 6% of cases from the 2020/21 Community Life survey, a rate that is low enough for us to be largely confident of the data's veracity.

6.3 Coding

Post-interview coding was undertaken by members of the Kantar coding department. The code frames are set-up to match those used in previous survey years. The coding department coded verbatim responses, recorded for fully open questions and 'other specify' questions, as well as occupation classifications.

6.4 Occupation and socio-economic class

Occupation details were collected for the respondent and were coded according to the Standard Occupational Classification (2010). This was carried out by coders at Kantar using the computer-assisted coding process CASCOT. Respondents were also coded according to Standard Industrial Classification (2010) and NS-SEC was derived from industry and occupation details.

6.5 Derived variables

A list of the main derived variables is provided in Appendix D.

The following geo-demographic variables were added to the data:

- Region (formerly Government Office Region)
- Urban/rural indicator
- Percentage of households in the Ward headed by someone from a non-white ethnic minority group
- Inner city PSU indicator
- Police Force Area
- ACORN classification
- ONS ward classification
- Health board
- Primary Care Organisation
- LSOA area
- ONS district level classification
- Output area classification
- Indices of multiple deprivation quintile
- Minority Ethnic Density

- Index of Multiple Deprivation for England
- Income deprivation for England
- Employment deprivation for England
- Health deprivation for England
- Education, Skills and Training deprivation for England
- Barriers to housing and services deprivation for England
- Crime and disorder deprivation for England
- Living and environment deprivation for England
- NUTS 2 classification.

6.6 Data outputs

The Department for Digital, Culture, Media and Sport received a full de-identified cumulative SPSS dataset including derived, geo-demographic and weighting variables at the end of the survey year. Non-disclosive data for the 2020/21 online survey will be made available to download through the UK Data Service in autumn 2021 (<http://discover.ukdataservice.ac.uk/>).

7. Weighting

The Community Life Survey data has been weighted to compensate for variations in sampling probability and also to partially compensate for variations in response probability within the population. A weight has been produced for use with data collected from both the online and paper questionnaires and another weight has been produced for use with data collected only from the online questionnaire. In both cases, the inferential population is 'all adults in England aged 16+ and living in a private residence'.

Step 1 was to calculate an address sampling weight. This is equal to one divided by the address sampling probability. This sampling probability varied between the ten ethnic mix strata but did not vary within these strata.

Step 2 was to model the expected number of completed questionnaires from each sampled address as a function of:

- (i) 'ethnic mix' stratum
- (ii) 'expected response' stratum
- (iii) the prior expected number of residents aged 16+²⁸
- (iv) region
- (v) a set of six orthogonally rotated principal components (or 'factors') describing census population distributions for the local LSOA.

This model comprised two sub-models: (i) a model of the probability of obtaining *any* completed questionnaires from the sampled address; and (ii) a model of the expected number of completed questionnaires from the sampled address, *given at least one*. Model (i) was a binary logistic regression model; model (ii) was a count (Poisson) regression model. This sub-model approach was new for the 2020/21 survey, adopted because it provided a better fit for the data than the single model approach used previously.

Based on these models, the expected number of completed questionnaires (online or paper) was estimated for each sampled address. An address response weight was calculated equal to:

$$1/(\text{expected number of completed questionnaires} / \text{prior expected number of residents aged 16+})$$

For online-only data, this formula was the same except that the expected number of completed questionnaires was replaced by the expected number of completed online questionnaires.

The product of the weights produced from steps 1 and 2 was used as a base weight for step 3: calibrating the sample to population totals. Because step 2 produces a different address response weight for online/paper data than it does for online-only data, there are two base weights – one for

²⁸ This was estimated based on a separate Kantar analysis of response and survey data from the 2015-17 Crime Survey of England & Wales (England-only subset).

online/paper data and one for online-only data. Consequently, step 3 produces two calibration weights as well.

The data was calibrated to ensure the weighted sample matched population totals for seven dimensions:

- (i) gender*age group
- (ii) degree level education*age group
- (iii) housing tenure
- (iv) region
- (v) household size
- (vi) ethnic group
- (vii) internet usage*age group.

The population totals were drawn from the ONS Labour Force Survey (LFS) of October to December 2020, which is itself weighted to ONS population estimates for England (for gender, age and region). The exception was dimension (vii) – internet usage by age group – for which the distributional data comes from the January to March 2020 LFS. Internet usage is only collected in the January to March edition of the LFS.

Table 7.1: Population per age band

Age band	LFS Oct-Dec 2020 total
16 to 19	2,400,622
20 to 24	3,360,624
25 to 29	3,691,978
30 to 34	3,861,067
35 to 39	3,735,677
40 to 44	3,483,631
45 to 49	3,576,199
50 to 54	3,844,177
55 to 59	3,769,250
60 to 64	3,218,887
65 to 69	2,786,755

70 to 74	2,797,535
75+	4,639,519

Table 7.2: Population by age band and gender

Age band	LFS Oct-Dec 2020 total	
	Males	Females
16-24	2,942,665	2,818,581
25-34	3,813,251	3,739,794
35-44	3,581,518	3,637,790
45-54	3,660,125	3,760,251
55-64	3,430,110	3,558,027
65-74	2,685,676	2,898,614
75+	2,066,151	2,573,368

Table 7.3: Population within region

Region	LFS Oct-Dec 2020 total, aged 16+
North East	2,150,809
North West	5,841,352
Yorkshire & the Humber	4,395,764
East Midlands	3,885,213
West Midlands	4,713,834
East	5,024,276
London	7,205,566
South East	7,368,655
South West	4,580,452

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Table 7.4: Highest educational level crossed by age (25-64 only)

Age group	LFS Oct-Dec 2020 total with a Degree	LFS Oct-Dec 2020 total with no Degree
25-29	1,838,744	1,853,234
30-39	3,841,823	3,754,921
40-49	3,085,694	3,974,136
50-64	3,057,241	7,775,073

Table 7.5: Housing tenure

Housing tenure	LFS Oct-Dec 2020 total, aged 16+
Living in property owned outright	14,985,125
Living in property owned with mortgage	15,174,983
Living in property with other tenure	15,005,813

Table 7.6: Household size

Household size (all residents)	LFS Oct-Dec 2020 total, aged 16+
1	8,012,837
2+	37,153,084

Table 7.7: Ethnic group

Ethnic group	LFS Oct-Dec 2019 total, aged 16+
White	39,727,272
Indian	1,219,057
Pakistani/Bangladeshi	824,832
Black	1,313,589
Other	2,081,171

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Table 7.8: Internet usage crossed by age

Internet usage/age	LFS Oct-Dec 2020 total based on Jan-Mar 2020 distributional data, aged 16+
Aged 16-64	34,942,112
Aged 65-74; some internet usage	4,985,999
Aged 65-74; no internet usage	598,291
Aged 75+; some internet usage	2,937,102
Aged 75+; no internet usage	1,702,417

One way of assessing the impact of weighting the data is to estimate the weighting efficiency for each subpopulation in the seven-dimension weighting matrix. In effect, this weighting efficiency illustrates the impact of the other six weighting dimensions and reflects the amount of weighting that is required for each subpopulation. The more weighting that is required the less representative the unweighted responding sample is likely to be. This will be partly due to variations in sampling probability within each subpopulation but also due to variations in response probability.

Weighting efficiency is equal to one divided by the design effect due to weighting. The design effect due to weighting is equal to $1 + [(s_g/m_g)^2]$ where s_g is the standard deviation of the weights within subpopulation g and m_g is the mean weight within subpopulation g . Weighting efficiency is also equal to the effective sample size divided by the actual sample size where effective sample size accounts only for the weighting and not for other design aspects such as sample stratification and clustering. The *overall* weighting efficiency was 72%. It was slightly lower, 71% for the online-only weight.

Table 7.9: Weighting efficiencies for marginal subpopulations defined in the weighting matrix

Age band	Gender	
	Males	Females
16-24	74%	73%
25-34	72%	71%
35-44	73%	73%
45-54	74%	75%
55-64	77%	77%
65-74	79%	78%

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75+	77%	78%
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Region	
North East	84%
North West	75%
Yorkshire & the Humber	76%
East Midlands	75%
West Midlands	73%
East	77%
London	87%
South East	77%
South West	81%

Age group	Degree	No degree
25-29	69%	73%
30-39	70%	71%
40-49	74%	72%
50-64	75%	76%

Housing tenure	
Living in property owned outright	75%
Living in property owned with mortgage	75%
Living in property with other tenure	71%

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Household size (all residents)	
1	74%
2+	72%

Ethnic group	
White	74%
Indian	80%
Pakistani/Bangladeshi	87%
Black	78%
Other	72%

Internet usage/age	
Aged 16-64	72%
Aged 65-74; some internet usage	79%
Aged 65-74; no internet usage	73%
Aged 75+; some internet usage	77%
Aged 75+; no internet usage	77%

8. Standard errors

8.1 Introduction

The tables in this chapter show estimates of standard errors for key variables with the survey.

8.2 Sources of error in surveys

Survey results are subject to various sources of error. Error can be divided into two types: systematic and random error.

8.2.1 Systematic error

Systematic error or bias covers those sources of error that will not average to zero over repeats of the survey. Bias may occur, for example, if a part of the population is excluded from the sampling frame or because respondents to the survey are different from non-respondents with respect to the survey variables. It may also occur if the instrument used to measure a population characteristic is imperfect. Substantial efforts have been made to avoid such systematic errors. For example, the sample has been drawn at random from a comprehensive frame, two modes and multiple reminders have been used to encourage response, and all elements of the questionnaire were thoroughly tested before being used.

8.2.2 Random error

Random error is always present to some extent in survey measurement. If a survey is repeated multiple times minor differences will be present each time due to chance. Over multiple repeats of the same survey these errors will average to zero. The most important component of random error is sampling error, which is the error that arises because the estimate is based on a random sample rather than a full census of the population. The results obtained for a single sample may by chance vary from the true values for the population, but the error would be expected to average to zero over a large number of samples. The amount of between-sample variation depends on both the size of the sample and the sample design. The impact of this random variation is reflected in the standard errors presented here.

Random error may also follow from other sources such as variations in respondents' interpretation of the questions, or variations in the way different interviewers ask questions. Efforts are made to minimise these effects through pilot work and interviewer training.

8.3 Standard errors for complex sample designs

The Community Life Survey employs a systematic sample design, and the data is both clustered by address and weighted to compensate for non-response bias. These features will impact upon the

standard errors for each survey estimate in a unique way. Generally speaking, systematic sampling will reduce standard errors while data clustering and weighting will increase them. If the complex sample design is ignored, the standard errors will be wrong and usually too narrow.

The standard errors quoted below have been estimated using the SPSS Complex Samples module, which employs a Taylor Series Expansion method to do this. The tables include a 'design factor', which is the ratio of the estimated standard error to the standard error we would obtain if we ignored the sample design. In general, this averages at approximately 1.2-1.3, but varies somewhat between survey variables.

Table 8.1: Participation in civic engagement and voluntary activities

Characteristic	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Participation in civic engagement or voluntary activities					
Those taking part at least once a month in:					
Informal volunteering	All	33	3,605	0.6	1.24
Formal volunteering	All	17	1,959	0.4	1.24
Any volunteering	All	41	4,504	0.6	1.24
Those taking part at least once in the last 12 months in:					
Civic participation	All	41	4,969	0.6	1.28
Civic consultation	All	19	2,204	0.5	1.22
Civic activism	All	7	848	0.3	1.19
Informal volunteering	All	54	6,036	0.6	1.27

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Formal volunteering	All	30	3,375	0.6	1.26
Any volunteering	All	63	6,962	0.6	1.28

Table 8.2: Participation in civic engagement and formal volunteering at least once in the last year, by sex, age, ethnicity and disability

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Civic Participation	Male	39	1,997	0.9	1.22
	Female	44	2,653	0.8	1.18
	16-24	48	552	2.0	1.29
	25-34	43	821	1.4	1.23
	35-49	45	1,262	1.2	1.21
	50-64	41	1,137	1.2	1.20
	65-74	37	624	1.4	1.64
	75+	26	276	1.7	1.21
	White	42	3,756	0.7	1.25
	Asian	41	418	1.9	1.25
	Black	43	174	2.9	1.20
	Mixed	41	173	2.8	1.20
	Other	45	50	5.1	1.17
	Limiting Long Term Limiting Illness (LLTI)/ Disability* ²⁹	46	972	1.4	1.23

²⁹ All LLTI/Disability calculations based on online only data.

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	No LLTI/ Disability*	43	3,070	0.8	1.26
Civic consultation	Male	19	1,023	0.7	1.16
	Female	19	1,157	0.6	1.16
	16-24	16	179	1.3	1.16
	25-34	16	305	1.1	1.21
	35-49	22	617	0.9	1.19
	50-64	21	590	1.0	1.20
	65-74	20	334	1.2	1.17
	75+	15	165	1.4	1.21
	White	19	1,722	0.5	1.19
	Asian	18	192	1.4	1.20
	Black	25	103	2.6	1.23
	Mixed	21	90	2.5	1.27
	Other	19	27	3.9	1.21
	LLTI /Disability*	22	465	1.1	1.18
	No LLTI /Disability*	20	1,418	0.6	1.19
Civic activism	Male	7	396	0.4	1.15
	Female	7	442	0.4	1.15
	16-24	6	71	0.8	1.11
	25-34	4	87	0.6	1.24
	35-49	7	200	0.6	1.19
	50-64	8	227	0.6	1.18
	65-74	9	150	0.9	1.18
	75+	9	109	1.0	1.14

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	White	7	645	0.3	1.15
	Asian	8	86	1.2	1.39
	Black	13	51	2.1	1.28
	Mixed	6	29	1.3	1.09
	Other	8	9	2.9	1.22
	LLTI /Disability*	7	172	0.6	1.11
	No LLTI /Disability*	8	543	0.4	1.22
Formal volunteering	Male	29	1,471	0.8	1.20
	Female	31	1,858	0.7	1.16
	16-24	31	356	1.8	1.25
	25-34	23	432	1.2	1.23
	35-49	33	896	1.1	1.21
	50-64	33	875	1.1	1.22
	65-74	32	508	1.4	1.18
	75+	25	272	1.6	1.20
	White	30	2,649	0.6	1.22
	Asian	31	324	1.9	1.33
	Black	35	142	2.9	1.24
	Mixed	27	114	2.6	1.21
	Other	32	37	5.1	1.24
	LLTI /Disability*	30	639	1.2	1.20
	No LLTI /Disability*	33	2,292	0.7	1.24

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Table 8.3: Informal or formal volunteering within the last month and the last 12 months broken down by age, ethnicity, employment status and region

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
At least once a month					
Informal volunteering	16-24	32	364	1.7	1.21
	25-34	31	545	1.4	1.25
	35-49	31	848	1.1	1.20
	50-64	34	919	1.1	1.19
	65-74	37	564	1.4	1.19
	75+	33	345	1.8	1.19
	White	33	2,849	0.6	1.21
	Asian	33	338	1.9	1.30
	Black	35	151	2.7	1.16
	Mixed	30	122	2.7	1.24
	Other	37	43	5.1	1.20
	In employment** ³⁰	32	1,710	0.8	1.22
	Unemployed*	36	89	3.6	1.15
	Economically inactive*	37	1,200	1.1	1.25
	North East	38	133	2.9	1.14
North West	33	390	1.6	1.19	

³⁰ All in employment/unemployed/economically inactive calculations based on online only data.

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	Yorkshire and the Humber	33	306	1.9	1.21
	East Midlands	31	256	2.0	1.22
	West Midlands	33	355	1.8	1.22
	East of England	33	378	1.7	1.25
	London	31	911	1.0	1.18
	South East	34	604	1.3	1.14
	South West	32	272	2.0	1.20
Formal volunteering	16-24	17	191	1.4	1.25
	25-34	12	223	0.9	1.17
	35-49	17	458	0.9	1.21
	50-64	19	529	0.9	1.23
	65-74	22	351	1.3	1.21
	75+	18	197	1.4	1.15
	White	18	1,600	0.5	1.20
	Asian	14	145	1.4	1.27
	Black	23	93	2.7	1.32
	Mixed	15	58	2.1	1.24
	Other	18	19	4.6	1.35
	In employment*	18	952	0.6	1.24
	Unemployed*	21	57	3.1	1.15
	Economically inactive *	21	698	0.9	1.23
	North East	18	64	2.6	1.29
	North West	15	181	1.2	1.16
Yorkshire and the Humber	17	160	1.5	1.19	

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	East Midlands	15	115	1.6	1.30
	West Midlands	17	187	1.4	1.26
	East of England	20	232	1.4	1.20
	London	17	516	0.8	1.13
	South East	18	339	1.1	1.15
	South West	20	165	1.7	1.19
At least once in the last year					
Informal volunteering	16-24	49	550	1.8	1.22
	25-34	52	933	1.5	1.26
	35-49	57	1,570	1.2	1.23
	50-64	57	1,528	1.2	1.23
	65-74	58	923	1.5	1.19
	75+	48	499	1.9	1.21
	White	55	4,749	0.7	1.24
	Asian	55	571	2.0	1.23
	Black	57	243	2.8	1.17
	Mixed	49	215	3.0	1.26
	Other	61	76	4.9	1.13
	In employment*	56	3,040	0.8	1.23
	Unemployed*	63	147	3.8	1.22
	Economically inactive*	54	1,816	1.1	1.25
	North East	58	202	2.9	1.13
	North West	53	628	1.8	1.21
	Yorkshire and the Humber	53	478	2.1	1.25

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	East Midlands	52	422	2.2	1.22
	West Midlands	54	590	1.9	1.27
	East of England	54	645	1.8	1.25
	London	55	1,638	1.1	1.20
	South East	57	985	1.5	1.25
	South West	52	448	2.2	1.23
Formal volunteering	16-24	31	356	1.8	1.25
	25-34	23	432	1.2	1.23
	35-49	33	896	1.1	1.21
	50-64	33	875	1.1	1.22
	65-74	32	508	1.4	1.18
	75+	25	272	1.6	1.20
	White	30	2,649	0.6	1.22
	Asian	31	324	1.9	1.33
	Black	35	142	2.9	1.24
	Mixed	27	114	2.6	1.21
	Other	32	37	5.1	1.24
	In employment*	33	1,788	0.8	1.23
	Unemployed*	33	86	3.6	1.19
	Economically inactive*	31	1,078	1.0	1.24
	North East	30	110	2.9	1.22
	North West	26	310	1.6	1.20
	Yorkshire and the Humber	27	256	1.8	1.24
	East Midlands	28	221	2.0	1.26

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	West Midlands	27	293	1.8	1.35
	East of England	31	372	1.5	1.15
	London	31	916	1.0	1.18
	South East	33	582	1.4	1.21
	South West	36	298	2.0	1.21

Table 8.4: Any volunteering in the last year broken down by sex, age and region

Characteristic	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Any formal or informal volunteering at least once in last year	Male	60	2,986	0.9	1.23
	Female	65	3,819	0.7	1.18
	16-24	60	676	1.8	1.24
	25-34	60	1,079	1.5	1.29
	35-49	66	1,789	1.1	1.23
	50-64	65	1,726	1.1	1.24
	65-74	64	1,017	1.4	1.18
	75+	53	549	1.9	1.22
	North East	65	229	2.9	1.15
	North West	61	712	1.8	1.24
	Yorkshire and the Humber	58	534	2.1	1.27
	East Midlands	59	476	2.2	1.25
	West Midlands	61	662	1.9	1.30
	East of England	62	740	1.7	1.21

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	London	64	1,868	1.1	1.20
	South East	65	1,126	1.4	1.25
	South West	63	526	2.1	1.26

Table 8.5: Whether gave to charity in the last four weeks, broken down by sex, age, ethnicity and region

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Gave to charity in the last 4 weeks	Male	59	2,919	0.9	1.23
	Female	67	3,809	0.7	1.19
	16-24	50	535	1.9	1.23
	25-34	57	1,022	1.6	1.31
	35-49	62	1,669	1.2	1.28
	50-64	67	1,753	1.1	1.21
	65-74	70	1,092	1.4	1.20
	75+	73	706	1.8	1.25
	White	63	5,335	0.7	1.29
	Asian	65	658	2.0	1.32
	Black	64	265	2.9	1.24
	Mixed	63	263	2.9	1.24
	Other	61	76	5.4	1.23
	North East	69	244	3.0	1.23
	North West	63	720	1.8	1.26
Yorkshire and the Humber	61	549	2.2	1.33	

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	East Midlands	57	450	2.3	1.27
	West Midlands	63	675	2.0	1.31
	East of England	61	724	1.8	1.24
	London	64	1,834	1.1	1.20
	South East	65	1,096	1.5	1.31
	South West	65	521	2.1	1.21

Table 8.6: Banded amount given to charity in the four weeks prior to interview

Characteristic		Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
			Percentage	Number	Percentage	Number
Banded amount given to charity	£0-£4	All	10	563	0.5	1.22
	£5-£9	All	16	846	0.6	1.22
	£10-£19	All	26	1,442	0.7	1.22
	£20-£49	All	29	1,725	0.7	1.22
	Over £50	All	18	1,239	0.6	1.22

Table 8.7: Whether aware of or involved in social action broken down by sex and age

Characteristic	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Aware of social action* ³¹	Male	28	1,120	0.8	1.18
	Female	31	1,426	0.8	1.23
	16-24	23	244	1.7	1.25

³¹ Based on online only data.

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	25-34	25	404	1.3	1.24
	35-49	30	671	1.2	1.25
	50-64	32	676	1.2	1.20
	65-74	35	381	1.7	1.20
	75+	33	169	2.5	1.22
	All	30	2,558	0.6	1.29
Involved in social action	Male	13	715	0.6	1.17
	Female	15	881	0.5	1.15
	16-24	13	148	1.2	1.17
	25-34	11	217	0.9	1.19
	35-49	14	384	0.8	1.21
	50-64	16	441	0.9	1.20
	65-74	16	265	1.1	1.18
	75+	14	151	1.3	1.20
	All	15	1,370	0.5	1.22

Table 8.8: The extent to which people agree that people in their neighbourhood pull together to improve the area

Characteristic	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether agree or disagree that people in this neighbourhood pull together to	Definitely agree	18	1,906	0.5	1.27
	Tend to agree	47	4,947	0.6	1.27
	Tend to disagree	25	2,727	0.5	1.27

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improve the neighbourhood	Definitely disagree	10	1,129	0.4	1.27
	Agree	65	6,853	0.6	1.34
	Disagree	35	3,856	0.6	1.34

Table 8.9: Whether chat to neighbours at least once a month by age, sex ethnicity and region

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
People who chat to their neighbours at least once a month	Male	74	3,583	0.8	1.24
	Female	75	4,212	0.7	1.19
	16-24	52	521	2.0	1.30
	25-34	60	1,013	1.5	1.30
	35-49	77	2,037	1.0	1.24
	50-64	81	2,079	0.9	1.19
	65-74	86	1,352	1.0	1.18
	75+	85	839	1.3	1.18
	White	76	6,305	0.6	1.32
	Asian	66	691	1.9	1.27
	Black	62	260	2.8	1.19
	Mixed	67	303	2.9	1.29
	Other	62	80	4.9	1.14
	North East	78	274	2.8	1.26
	North West	75	841	1.7	1.33

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	Yorkshire and the Humber	74	657	2.1	1.45
	East Midlands	76	577	2.0	1.28
	West Midlands	78	809	1.7	1.30
	East of England	73	867	1.8	1.36
	London	65	1,943	1.1	1.24
	South East	76	1,292	1.3	1.28
	South West	78	625	1.8	1.26

Table 8.10: Whether people feel they belong strongly to their neighbourhood or Britain

Characteristic	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether feel they belong strongly to Britain* ³²	Very/fairly strongly	84	7,198	0.5	1.29
	Not very strongly	13	1,190	0.5	1.29
	Not at all strongly	4	372	0.2	1.29
Whether feel they belong strongly to their neighbourhood	Very/fairly strongly	65	6,872	0.6	1.30
	Not very strongly	26	2,925	0.5	1.30
	Not at all strongly	9	1,045	0.4	1.30

³² Based on online only data.

Table 8.11: Whether people feel they belong strongly to their neighbourhood or Britain by sex, age and ethnicity

Characteristic	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Strongly belong to Britain*	Male	82	3,291	0.7	1.23
	Female	85	3,888	0.6	1.14
	16-24	79	779	1.6	1.26
	25-34	74	1,188	1.4	1.31
	35-49	80	1,869	1.0	1.26
	50-64	86	1,793	0.9	1.15
	65-74	92	1,021	0.9	1.16
	75+	95	513	0.9	1.03
	White	85	5,678	0.6	1.27
	Asian	85	839	1.5	1.35
	Black	70	210	3.5	1.30
	Mixed	72	169	3.3	1.14
	Other	77	85	5.0	1.24
Strongly belong to local neighbourhood	Male	63	3,062	0.9	1.23
	Female	66	3,738	0.7	1.19
	16-24	56	590	1.9	1.28
	25-34	56	923	1.5	1.30
	35-49	65	1,727	1.1	1.25
	50-64	67	1,728	1.1	1.19
	65-74	72	1,141	1.4	1.21

	75+	75	733	1.7	1.23
	White	65	5,372	0.7	1.29
	Asian	66	690	1.9	1.32
	Black	57	247	3.0	1.23
	Mixed	59	269	3.1	1.31
	Other	60	75	5.2	1.19

Table 8.12: Satisfaction with local area as a place to live

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Satisfaction with local area	Very/fairly satisfied	79	8,414	0.5	1.28
	Neither satisfied nor dissatisfied	13	1,516	0.4	1.28
	Very /Fairly dissatisfied	8	926	0.3	1.28

Table 8.13: Community cohesion by sex, age, ethnicity and region

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Agree that people from different backgrounds get on well together in the local area	Male	82	4,042	0.7	1.28
	Female	84	4,862	0.6	1.24
	16-24	79	880	1.6	1.26
	25-34	80	1,431	1.3	1.35

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35-49	81	2,246	1.0	1.27
50-64	85	2,181	0.9	1.21
65-74	87	1,370	1.0	1.21
75+	89	856	1.2	1.19
White	83	6,998	0.6	1.35
Asian	85	887	1.5	1.32
Black	81	340	2.52.1	1.28
Mixed	83	364	2.2	1.21
Other	78	102	4.5	1.22
North East	84	298	2.3	1.15
North West	81	921	1.6	1.37
Yorkshire and the Humber	79	697	1.9	1.37
East Midlands	84	646	1.8	1.36
West Midlands	83	859	1.6	1.35
East of England	85	1,014	1.5	1.43
London	85	2,496	0.8	1.25
South East	83	1,414	1.2	1.31
South West	82	658	1.7	1.28

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Table 8.14: Whether people feel able to influence decision affecting their local area

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to influence decision affecting their local area	Yes able to influence decisions	27	2,997	0.5	1.26

Table 8.15: Whether able to influence decisions affecting their local area by sex, age and ethnicity

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to influence decisions affect their local area	Male	27	1,369	0.8	1.20
	Female	26	1,588	0.7	1.72
	16-24	27	291	1.7	1.23
	25-34	24	450	1.2	1.19
	35-49	29	818	1.1	1.22
	50-64	28	747	1.0	1.18
	65-74	25	414	1.3	1.21
	75+	26	260	1.7	1.23
	White	25	2,132	0.6	1.25
	Asian	37	383	1.9	1.26
	Black	39	172	2.8	1.18
	Mixed	33	147	2.8	1.22
	Other	28	45	4.4	1.10

Table 8.16: How important it is to be able to influence decisions affecting their local area

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
How important it is to be able to influence decisions affecting the local area	Important	54	6,011	0.6	1.31
	Not important	46	4,746	0.6	1.31

Table 8.17: Whether people would like to be more involved in decisions made by their local council

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether would like to be more involved in decision made by the local council* ³³	Yes	50	4,617	0.7	1.27
	No	48	3,913	0.7	1.27
	Depends on the issue	2	210	0.2	1.27

Table 8.18: How often people feel lonely

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
	Often/always	6	697	0.3	1.23

³³ Based on online only data.

How often feel lonely	Some of the time	19	2,002	0.5	1.23
	Occasionally	23	2,515	0.5	1.23
	Hardly ever	31	3,286	0.5	1.23
	Never	20	2,208	0.5	1.23

Table 8.19: Whether people borrow things and exchange favours with their neighbours

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether people borrow things and exchange favours with neighbours	Definitely agree	11	1,240	0.4	1.30
	Tend to agree	26	2,767	0.5	1.30
	Tend to disagree	26	2,814	0.5	1.30
	Definitely disagree	37	4,003	0.6	1.30

Table 8.20: Whether people think their area has got better or worse over the last two years

Characteristics	Population	Weighted percent (%)	Unweighted base (affirmative response)	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether area has got better or worse over the last two years	The area has got better	14	1,660	0.4	1.33
	The area has got worse	20	2,253	0.5	1.33
	The area has not changed much	58	6,051	0.6	1.33

9. Data user guide

This chapter provides a user guide for those conducting analysis of the Community Life Survey dataset. The dataset will be made available on the UK Data Service in SPSS format, and the guide assumes that analysis will be conducted in SPSS.

9.1 Selecting cases for analysis

The sample consists of an unweighted base of 10,917 interviews.

9.1.1 Quarters

The dataset contains data from fieldwork between 6 April 2020 and 29 March 2021 broken down into four quarters. Quarter data is weighted to be representative. To perform analysis on an individual quarter, use the variable 'Quarter' and select the appropriate:

- Quarter 1: 6 April 2020 – 29 June 2020
- Quarter 2: 6 July 2020 – 28 September 2020
- Quarter 3: 5 October 2020 – 29 December 2020
- Quarter 4: 4 January 2021 – 29 March 2021.

For example, to look at Quarter 4 data only within the SPSS file, select data, select cases, filter if Quarter=4 and then run crosstabs and frequencies as normal.

9.2 Variables

The dataset is ordered in the following way:

1. Unique serial number
2. Demographic information such as number of adults in the household, age, gender, marital status, and information on children under the age of 16 living in the household
3. The survey question responses in the same order as the questions appear in the questionnaire (please see Appendix A for the questionnaire)
4. Derived variables (please see Appendix D for a full list)
5. Geo-demographic files
6. Weight variables.

Any queries on published variables should be sent to evidence@dcms.gov.uk in the first instance. In some circumstances, DCMS analysts may refer queries to Kantar.

Variables are named exactly to match the questionnaire names. Where the respondent was able to give multiple answers to one question (a multiple response question), the question has been represented in the dataset by a number of variables, one for each possible answer, which are coded as yes or no, depending on whether the respondent chose this response or not. This aids analysis as it avoids the need to recode each multiple response question.

9.3 Mode of completion

Nearly three quarters of interviews were completed online, versus one quarter completed by paper questionnaire. The paper questionnaire was shorter than the online survey, only containing roughly 50% of the questions. Data users should be aware that some questions which only appeared in the web survey will have a smaller base size as a result. A variable titled 'Mode' is included in the data, which indicates whether each interview was completed online or by post.

The two versions of the questionnaire can be viewed in Appendix A and B.

9.4 Missing Values

For the majority of variables, "Don't know" and "Prefer not to say" responses are set as missing values within the dataset. In situations where the respondent was not asked the question, either due to the question being added in a later quarter or removed in a previous quarter, or due to routing within the questionnaire, responses are also set as missing values. All missing values are labelled appropriately to distinguish between the different responses.

9.5 Weighting

To analyse the data at the individual level SRCaliw should be used to weight the data. Five sets of weights are included within the dataset. Table 9.1 below details the separate weight variables and their use.

Table 9.1: Weights used on the 2020/21 survey

Weight	Description
SRCaliw	Scaled-to-sample size individual weight for combined online and paper sample for the entire survey year
RespondentCalibrationWeight	Scaled to population-size individual weight for combined online and paper sample for the entire survey year.
SRCaliw ³⁴	Scaled-to-sample size individual weight for online only sample for the entire

³⁴ SRCaliw should be used for any break variables that are only collected in the online data, regardless of whether the question was included on paper.

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	survey year. Use for data collected on the online survey only.
RespondentCalibrationWeight_web	Scaled to population-size for combined online only sample for the entire year. Use for data collected on the online survey only.

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10. Appendices

Appendix A: Community Life Online Survey Questionnaire

Appendix B: Community Life Paper Questionnaire

Appendix C: Advance Online Letter, Reminder Online Letter and Paper Letter

Appendix D: List of derived variables created for the Community Life Survey

Appendix E: Experiments in the 2020/21 Community Life Survey

Appendix A: Community Life Online Questionnaire

Community Life Survey 2020/21 Online Questionnaire



KANTAR


Department for
Digital, Culture
Media & Sport

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Changes from 2019/2020

Questions updated:

RelMix
EthMix
NBarr
CharServ
FlndGpA
VolBen
VolUnPd
GivMon
LocMot2
LocVote - Removed

SECTION 1: DEMOGRAPHICS

→ TIMING POINT 1

INTRO [ASK ALL]

Thank you for choosing to take part in the Community Life Survey.

Please click the (>) button to start the survey.

INTRO2 [ASK ALL]

In this first section we would like to find out a little about your household.

By 'your household' we mean the group of people (not necessarily related) living at your address who share cooking facilities with you and also share a living room or sitting room or dining area.

The information is used to understand the experiences of different groups and will not identify you or anyone in your household.

NUMADULTS [ASK ALL]

Including you, how many adults aged 16 or over are currently living in your household?

1...10

NAMADULT [ASK ALL]

We would like to gather some information about the people you live with so that we can understand the experiences of different types of households.

Please enter the first name or initials of each adult currently aged 16 or over in your household.

If you do not wish to enter names, please give an initial or other title for each person which you will recognise at later questions (e.g. 'wife', 'eldest son').

ENTER NAMES

SEX [ASK ALL]

[Names from NAMADULT pulled through]

What is the gender of each adult in your household?

1. Male
2. Female
3. Other

AGEIF [ASK ALL]

[Names from NAMADULT pulled through]

How old are each of the adults in your household?

Please click the (>) button for more answer options.

16..99

AGEIF2 [ASK IF AGEIF = DK OR REF]

[Names from NAMADULT pulled through]

Which of the following age bands does each adult in the household come under?

1. 16 to 19
2. 20 to 24
3. 25 to 29
4. 30 to 34
5. 35 to 39
6. 40 to 44
7. 45 to 49
8. 50 to 54
9. 55 to 59
10. 60 to 64
11. 65 to 69
12. 70 to 74
13. 75 to 79
14. 80 or over

MARS [ASK ALL]

What is your marital status?

1. single, that is, never married and never registered a same-sex civil partnership
2. married
3. separated, but still legally married
4. divorced
5. widowed
6. in a registered same-sex civil partnership
7. separated, but still legally in a same-sex civil partnership
8. formerly in a same-sex civil partnership which is now legally dissolved
9. surviving partner from a same-sex civil partnership

LIVE [ASK IF MORE THAN ONE ADULT IN HOUSEHOLD AND MARS = 1 OR 3 OR 4 OR 5 OR 7 OR 8 OR 9 OR DK/REF]

Are you living with someone in this household as a couple?

1. Yes
2. No

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NCHIL

How many children aged under 16 currently live in your household?

0..10

CAGE2 [ASK IF NCHIL>0]

(IF ONE CHILD)

How old are they?

Please click the (>) button for more answer options.

0...15

(IF 2+ CHILDREN)

You said that there are (x) children in this household. Please enter their ages starting with the oldest child.

Please click the (>) button for more answer options.

[Set up as separate questions (each on their own screen), age in the sequence dependent on how many children live in the household, a space to be provided to type in age.]

Oldest child

Second oldest child

Third oldest child

BCAGE2 [ASK IF CAGE 2=DK/REF]

(IF ONE CHILD)

Which age band applies to the child in your household?

(IF 2+ CHILDREN)

You said that there are (x) children in this household. Please select the age band which applies to each child, starting with the oldest child.

[Set up as separate questions (each on their own screen), age in the sequence dependent on how many children live in the household, a space to be provided to type in age.]

Oldest child

Second oldest child

Third oldest child

1. 0 - 4

2. 5 - 10

3. 11 - 15

REL [ASK IF MORE THAN ONE PERSON IN THE HOUSEHOLD]

Using the list below, please select all of the people you live with. Please include everyone you

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live with including adults and children.

Please click the (>) button for more answer options.

Please select all that apply.

Please click the (>) button for more answer options.

1. A husband, wife, civil partner or other cohabiting partner
2. Son or daughter(s) – including adopted/step/foster
3. Brother or sister(s) – including adopted/step/foster
4. Another relative(s)
5. Non-relative(s)

[CHECK ON AGAINST NUMBER OF PEOPLE IN THE HOUSEHOLD AFTER THIS QUESTION]

DIntro1 [ASK ALL]

Next are some questions about your employment.

DWorkA [ASK ALL]

Do you currently have a paid job?

1. Yes
2. No

DWorkA1 [ASK IF DWORKA = 1]

Are you working as an employee or are you self-employed?

1. Employee
2. Self-employed

DWorkA2 [ASK IF SELF-EMPLOYED AT DWORKA1]

Have you become self-employed in the last 12 months?

(If you were previously self-employed, and have returned to self-employment in the last 12 months, please select Yes.)

1. Yes
2. No

IntIntro [ASK ALWAYS]

The following questions are about using the internet.

IntUseB [ASK ALWAYS]

In what ways do you use the internet, if at all?

1. For work only
2. For personal reasons only
3. For both
4. Not at all

IntOft **[ASK IF INTUSEB = 1/2/3]**

How often do you access the internet?

*Please include internet access from any device, including mobile/tablet only internet access.
This can be for any purpose ranging from checking your emails to online shopping.*

1. More than once a day
2. Once a day
3. 2-3 times per week
4. About once a week
5. About once a fortnight
6. About once a month
7. About once every 2-3 months
8. About once every six months
9. Less often

SECTION 2: IDENTITY AND SOCIAL NETWORKS

→ TIMING POINT 2

SIntro6 [ASK ALL]

Now some questions about your friends.

SRace [ASK ALL]

What proportion of your friends are of the same **ethnic group** as you?

Please click the > button for more answer options.

1. All the same as me
2. More than a half
3. About a half
4. Less than a half
5. Don't have any friends [HIDDEN CODE]

SFaith [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

What proportion of your friends are of the same **religious group** as you?

Please click the > button for more answer options.

1. All the same as me
2. More than a half
3. About a half
4. Or less than a half
5. Not part of any faith group [HIDDEN CODE]

Sage [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

What proportion of your friends are of the same **age group** as you?

1. All the same as me
2. More than a half
3. About a half
4. Or less than a half

SEduc [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

What proportion of your friends have a similar level **of education** to you?

1. All the same as me
2. More than a half
3. About a half
4. Or less than a half

RelMix [ASK ALL]

In the **last 12 months**, have you mixed socially with people from different religious groups in any of the following places?

By 'mixed socially', we mean interacting with someone more than just to say hello.

Please choose all that apply.

1. At your home or their home
2. At work, school or college
3. At your child's crèche, nursery or school
4. At a pub, café or restaurant
5. At a group, club or organisation you belong to (e.g. a sports club or social club)
6. At the shops
7. At a place of worship
8. In public parks
9. In public buildings (e.g. community centres or libraries)
10. I haven't mixed socially with people from different religious groups [EXCLUSIVE]
11. Other (please specify)

EthMix [ASK ALL]

In the **last 12 months**, have you mixed socially with people from different ethnic groups in any of the following places?

By 'mixed socially', we mean interacting with someone more than just to say hello.

Please choose all that apply.

1. At your home or their home
2. At work, school or college
3. At your child's crèche, nursery or school
4. At a pub, café or restaurant
5. At a group, club or organisation you belong to (e.g. a sports club or social club)
6. At the shops
7. At a place of worship
8. In public parks
9. In public buildings (e.g. community centres or libraries)
10. I haven't mixed socially with people from different ethnic groups [EXCLUSIVE]
11. Other (please specify)

FamIntro [ASK ALL]

The next few questions are about how often you personally contact your family members and friends. Please do not include any people you live with.

FrndRel1-4 [ASK ALL]

Please do not include any people you live with.

On average, how often do you...?

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
--	----------------------	------------	--------------------	-------------------	------------------------	--------------------	------------------------------	-------

Meet up in person with family members or friends								
Speak on the phone or video or audio call via the internet with family members or friends								
Email or write to family members or friends								
Exchange text messages or instant messages with family members or friends								

FrndSat1-2 [ASK ALL]

How much do you agree or disagree with the following statements?

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
If I needed help, there are people who would be there for me				
If I wanted company or to socialise, there are people I can call on				

Counton1 [ASK ALL]

Is there anyone who you can really count on to listen to you when you need to talk?

Please click the (>) button for more answer options.

1. Yes, one person
2. Yes, more than one person
3. No one

SECTION 3: YOUR COMMUNITY

→ TIMING POINT 3

SIntro2 [ASK ALL]

The next questions are about your neighbourhood..

SBeNeigh [ASK ALL]

First, how strongly do you feel you belong to your **immediate neighbourhood**?

Please think of the area within a few minutes walking distance from your home.

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly

SBeGB [ASK ALL]

How strongly do you feel you belong to **Britain**?

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly

SLive [ASK ALL]

Roughly how many years have you lived in your current neighbourhood?

Answer must be in the range from 0 up to 120: ____

SChatN [ASK ALL]

How often do you chat to your neighbours, more than to just say hello?

Please click the (>) button for more answer options.

1. On most days
2. Once or twice a week
3. Once or twice a month
4. Less than once a month
5. Never
6. Don't have any neighbours [HIDDEN CODE]

NBarr [ASK IF SChatN=3/4/5]

Why don't you chat to your neighbours more often?

Please select all that apply.

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- A. Prefer to keep myself to myself
- B. Don't have time
- C. Prefer to choose my friends/have enough friends already
- D. Neighbours speak different language/have different culture
- E. Neighbours have a different religion/faith to my own
- F. Don't trust/get on with my neighbours
- G. Have no need to speak to neighbours
- H. Don't feel I know my neighbours well enough
- I. Nothing in common with my neighbours
- J. I'm new to the area
- K. Don't see neighbours very often
- L. Have an illness/disability that prevents me from going out much
- M. People just don't speak to each other round here
- N. Other (specify)

SFavN [ASK IF NOT SchatN = 6]

How strongly do you agree or disagree with the following statement:

Generally, I borrow things and exchange favours with my neighbours.

- 1. Definitely agree
- 2. Tend to agree
- 3. Tend to disagree
- 4. Definitely disagree

NComfort1 [ASK IF NOT SchatN = 6]

How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?

- 1. Very comfortable
- 2. Fairly comfortable
- 3. Fairly uncomfortable
- 4. Very uncomfortable

NComfort2 [ASK IF HAVE CHILDREN AGED < 11 AND NOT IF SchatN = 6]

How comfortable would you be asking a neighbour to mind your child(ren) for half an hour?

- 1. Very comfortable
- 2. Fairly comfortable
- 3. Fairly uncomfortable
- 4. Very uncomfortable

NComfort3 [ASK IF NOT SchatN = 6]

If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?

- 1. Very comfortable
- 2. Fairly comfortable
- 3. Fairly uncomfortable

4. Very uncomfortable

SPull [ASK ALL]

To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?

Please click the > button for more answer options.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. Nothing needs improving [HIDDEN CODE]

STrust [ASK ALL]

Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?

Please click the > button for more answer options.

1. **Many** of the people can be trusted
2. **Some of the people** can be trusted
3. A **few of the people** can be trusted
4. None of the people can be trusted
5. Just moved here [HIDDEN CODE]

STrustGen2 [ASK ALL]

On a scale where 0 (zero) is not at all and 10 (ten) is completely, in general how much do you think people can be trusted?

(Scale: 0 not at all, 10 completely)

SIntro5 [ASK ALL]

The next questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home.

Slocsat [ASK ALL]

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

STogeth [ASK ALL]

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To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Please click the > button for more answer options.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. There are too few people in the local area [HIDDEN CODE]
6. People in this area are all of the same background [HIDDEN CODE]

BetWors2 (QB5) [ASK ALL]

Do you think that over the **past two years** your area has ...?

1. got better to live in
2. got worse to live in
3. not changed much (hasn't got better or worse)
4. Have not lived here long enough to say

Assets2 (QB1) [ASK ALL]

Which of these are located within a 15-20 minute walk from your home?

1. General/grocery shop
2. Pub
3. Park
4. Library
5. Community centre/hall
6. Sports centre/club
7. Youth centre/club
8. Health centre/GP
9. Chemist
10. Post Office
11. Primary school
12. Secondary school
13. Church/place of worship
14. Public transport links
15. None of the above [EXCLUSIVE]

SatAsset [ASK ALL]

Generally, how satisfied are you with the local services and amenities in your local area?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied

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5. Very dissatisfied

Vnbv **[ASK ALL]**

How important is it for you personally that you have opportunities to mix with people from different backgrounds?

1. Very important
2. Important
3. Neither important nor unimportant
4. Not very important
5. Not at all important

SECTION 4: CIVIC ENGAGEMENT

→ TIMING POINT 4

PIntro1 [ASK ALL]

The next questions are about influencing political decisions and local affairs.

CivPart [ASK ALL]

In the **last 12 months**, that is since [DATE ONE YEAR AGO], have you...?

Please select all that apply.

1. Contacted a local official such as a local councillor, MP, government official, mayor, or public official working for the local council (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)
2. Attended a public meeting, rally, or taken part in a public demonstration or protest
3. Signed a paper petition or an online/e-petition
4. None of these [EXCLUSIVE]

Partoft [ASK IF NOT ((NONE IN CIVPART))

And over the **last 12 months**, how often have you done [this kind of thing/all of the things you've just mentioned]?

This includes:

[LIST THINGS MENTIONED]

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

CivConsult [ASK ALL]

In the **last 12 months**, that is since [DATE ONE YEAR AGO], have you taken part in a **consultation** about local services or issues in your local area through any of these ways?

Please select all that apply.

1. Completing a paper or online questionnaire
2. Attending a public meeting
3. Being involved in a face-to-face or online group
4. None of these [EXCLUSIVE]

Conoft [ASK IF NOT ((NONE IN CIVCONSULT))]

And over the **last 12 months**, how often have you done [this kind of thing/all of the things you've just mentioned]?

This includes:

[LIST THINGS MENTIONED]

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

CivActIntro [ASK ALL]

The following questions are about activities in your local community.

CivAct1 [ASK ALL AGED 18 AND OVER]

In the **last 12 months**, that is since [DATE ONE YEAR AGO] have you done any of these things? Please include any activities you have already mentioned but not any related to your job.

Please select all that apply.

1. Been a local councillor (for local authority, town or parish)
2. Been a school governor
3. Been a volunteer Special Constable
4. Been a Magistrate
5. None of the above [EXCLUSIVE]

CivAct2 [ASK ALWAYS]

And again in the **last 12 months**, that is since [DATE ONE YEAR AGO], have you been a member of any of the following decision making groups in your local area? Please include online groups and any activities you have already mentioned. Please do not include any activities related to your job.

Please select all that apply.

1. A group making decisions on local health services
2. A decision making group set up to regenerate the local area
3. A decision making group set up to tackle local crime problems
4. A tenants' group decision making committee
5. A group making decisions on local education services
6. A group making decisions on local services for young people
7. Another group making decisions on services in the local community
8. None of these [EXCLUSIVE]

PAffLoc [ASK ALL]

To what extent do you agree or disagree that you **personally** can influence decisions affecting your local area?

Please click the (>) button for more answer options.

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1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree

PIInfl **[ASK ALL]**

How important is it for you **personally** to feel that **you** can influence decisions in your local area?

1. Very important
2. Quite important
3. Not very important
4. Not at all important

PCSat **[ASK ALL]**

Generally speaking, would you like to be more involved in the decisions your local council makes which affect your local area?

Please click the > button for more answer options.

1. Yes
2. No
3. Depends on the issue [HIDDEN CODE]

PIfHow **[ASK ALL]**

If you wanted to influence decisions in your local area **how** would you go about it?

Please select all that apply.

Please click the (>) button for more answer options.

- A. Contact the local council /a council official
- B. Contact my local councillor
- C. Contact my MP
- D. Contact my assembly member (for London)
- E. Sign a paper petition
- F. Sign an e-petition/online petition
- G. Organise a paper petition
- H. Organise an e-petition/online petition
- I. Attend a local council meeting
- J. Attend a public meeting
- K. Contact local media or journalists
- L. Organise a group (e.g. campaign/action group)
- M. Other (specify)

PIfEas **[ASK ALL]**

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Which, if any, of these might make it easier for **you** to influence decisions in your local area?

Please select all that apply.

Please click the (>) button for more answer options.

1. If I had more time
2. If the local council got in touch with me and asked me
3. If I could give my opinion online /by email
4. If I knew what issues were being considered
5. If it was easy to contact my local councillor
6. If I knew who my local councillor was
7. If I could get involved in a group (not online) making decisions about issues affecting my local area/neighbourhood
8. If I could get involved in an online group making decisions about issues affecting my local area/neighbourhood
9. Something else (specify)
10. Nothing [HIDDEN CODE] [EXCLUSIVE]

SECTION 5: VOLUNTEERING

→ TIMING POINT 5

ASK ALL

CharServ

Excluding any paid or unpaid work or help, have you **used** any of these charity services within the **last 12 months**?

Please select all that apply

	Yes	No
Food banks (e.g. The Trussell Trust)		
Mental health charities (e.g. Samaritans, Mind, support helplines)		
Physical health, wellbeing support and disability groups (e.g. Macmillan Cancer Support, St John's Ambulance, Great Ormand Street Hospital, Scope)		
Housing charities (e.g. Joseph Rowntree Housing Trust, Centre Point, Shelter)		
Loneliness and befriending charities (e.g. Age UK)		
Youth clubs and groups, either for yourself or for a child (e.g. Scouts, youth centres, play groups)		
Victim support and rehabilitation services (e.g. women's shelters, social justice, victim arbitration)		
Training and skills provided by charities (e.g. employability skills such as interview preparation, work placements, mentoring)		
Arts, culture, leisure, or sport supported by charities (e.g. public museums, National Trust, Parkrun)		
Advocacy and Legal services charities (e.g. Citizen's Advice Bureau, Legal Aid)		
Other (please specify)		

FIntro1 [ASK ALL]

The next questions are about your involvement with groups, clubs or organisations.

FGroupIntro [ASK ALL]

Web: For each of the following types of groups, clubs or organisations, please state whether you have been involved with any of these during the **last 12 months**, that is since [DATE ONE YEAR AGO].

That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. Please **exclude** giving money or anything that was a requirement of your job or organised through your employer.

Postal: Have you been involved with any of the following groups, clubs or organisations during the last 12 months?

Please don't put a cross in the box if you have only given money or done something that was part of your job or organised through your employer.

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FGroupA-FGroupP [ASK ALL] [RANDOMISE]

	Yes	No
Children's education/schools (e.g. Parent Teacher Associations, School governor, supporting fairs and fundraising, Helping in school, Running pupils' clubs)		
Youth/children's activities (outside school) (e.g. Youth clubs, Sports clubs, Hobby or cultural groups for children)		
Education for adults (e.g. Attending or teaching classes,, Mentoring, Cultural groups, Students Union, College governor)		
Sport/exercise (taking part, coaching or going to watch) (e.g. Sports clubs or groups (e.g. football, swimming, fishing, golf, keep-fit, hiking), Supporter clubs)		
Religion (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue) , Attending faith-based groups, Saturday/Sunday School)		
Politics (e.g. Membership of, or involvement with, political groups, Serving as local councillor)		
Older people (e.g. Involved with groups, clubs or organisations for older people e.g. Age UK, Pensioner's clubs, visiting, transporting or representing older people)		
Health, Disability and Social welfare (e.g. Medical research charities, Hospital visiting, Disability groups, Social welfare (e.g. Oxfam, NSPCC, Samaritans, Citizens Advice Bureau), Offering respite care, Self-help groups (e.g. Alcoholics Anonymous))		
Safety, First Aid (e.g. Red Cross, St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster)		
The environment, animals (e.g. National organisations (e.g. Greenpeace, National Trust, RSPCA), Local conservation groups, Preservation societies)		
Justice and Human Rights (e.g. Special Constable, Magistrate, Legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, LGBT groups, National organisations (e.g. Amnesty International))		
Local community or neighbourhood groups (e.g. Tenants' / Residents' Association, Neighbourhood Watch, community group, local pressure group)		
Citizens' Groups (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons)		
Hobbies, Recreation/Arts/Social clubs (e. g. Clubs or groups for the Arts (e.g. theatres, museums, amateur dramatics, orchestras), Hobby or cultural groups (e.g. local history club, Social club)		
Trade union activity (e. g. Membership of, or involvement with, a trade union.)		

Other_P [ASK ALL]

Have you been involved with any other groups, clubs or organisations in the **last 12 months?**

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1. Yes
2. No

P_Oth [ASK IF Other_P=1]

Please enter the other activities you have been involved with in the **last 12 months** into the box below.

FInfo [ASK IF YES AT ANY OF A-P AT FGROU]P]

The next questions are about your involvement with the groups, clubs and organisations you've just selected.

These are: [List groups selected at FGROU - main titles only]

FUnPd [ASK IF YES AT ANY OF FGROU]A-P]

In the last 12 months, that is, since [DATE ONE YEAR AGO], have you given **unpaid** help to **[the group, club or organisation/any of the groups, clubs or organisations]** you've just selected in any of the following ways?

Please select all that apply.

- A. Raising or handling money/taking part in sponsored events
- B. Leading a group/member of a committee
- C. Getting other people involved
- D. Organising or helping to run an activity or event
- E. Visiting people
- F. Befriending or mentoring people
- G. Giving advice/information/counselling
- H. Secretarial, admin or clerical work
- I. Providing transport/driving
- J. Representing
- K. Campaigning
- L. Other practical help (e.g. helping out at school, shopping)
- M. Any other help
- None of the above [EXCLUSIVE]

FUnOft [ASK IF YES AT ANY OF FGROU]A-P AND AT LEAST ONE OF CODES A-M SELECTED AT
FUnPd]

Over the last 12 months, how often have you helped [this/these] group(s), club(s) or organisation(s)?

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

FUnHrs [ASK IF YES AT ANY OF FGROU]A-P AND AT LEAST ONE OF CODES A-L SELECTED AT
FUnPd]

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Now just thinking about the last **4 weeks**. Approximately how many **hours** have you spent helping this/these] group(s), club(s) or organisation(s) in the last 4 weeks?

If you are not sure please provide your best estimate.

FIndGpA [ASK IF YES AT ANY OF FGROUPE-P AND AT LEAST ONE OF CODES A-L SELECTED AT
FUnPd]

How did you find out about opportunities to give unpaid help to [this/these groups(s), club(s) or organisation(s)?

Please select all that apply.

- A. Through previously using services provided by the group
- B. From someone else already involved in the group
- C. From a friend not involved in the group/by word of mouth
- D. From a member of my family
- E. Place of worship
- F. School, college, university
- G. Doctor's surgery / Community Centre / Library
- H. Promotional events/volunteer fair
- I. Local events
- J. Local newspaper
- K. National newspaper
- L. TV or radio (local or national)
- M. Volunteer bureau or centre
- N. Employer's volunteering scheme
- O. www.do-it.org.uk
- P. National Citizen Service
- Q. Other internet/organisational website
- R. Other way (specify)

MxFVol2 [ASK IF YES AT ANY OF FGROUPE-P AND AT LEAST ONE OF CODES A-L SELECTED AT
FUnPd]

Thinking about the unpaid help you've given in the **last 12 months**, have you mixed with....?

Please select all that apply.

- 1. People of different age groups
- 2. People of different ethnic groups or religions
- 3. People with a different social or educational background
- 4. People who live in different neighbourhoods
- 5. None of these [EXCLUSIVE]

MxFVol3 [ASK ALL EXCEPT THOSE SAYING 'NONE OF THESE' AT MxFVol2]

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Still thinking about the unpaid help you've given in the **last 12 months**, how often have you mixed with the people you have just mentioned?

Please think about all of the people you mix with as part of this activity.

Please click the (>) button for more answer options.

1. Daily
2. Weekly
3. Monthly
4. At least once a year
5. Less often than once a year

VolBen [ASK IF (YES AT ANY OF FGROUPA-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd)]

Did you start helping these groups, clubs or organisations for any of the following reasons?

Please select all that apply.

1. I wanted to improve things/help people
2. I wanted to meet people/make friends
3. The cause was really important to me
4. My friends did it
5. My family did it
6. It was connected with the needs of my family/friends
7. I felt there was a need in my community
8. I thought it would give me a chance to learn new skills
9. I thought it would give me a chance to use my existing skills
10. It helps me get on in my career
11. It's part of my religious belief to help people
12. It's part of my philosophy of life to help people
13. It gave me a chance to get a recognised qualification
14. I had spare time to do it
15. I felt there was no one else to do it
16. None of these [EXCLUSIVE]

VolUnPd [ASK IF FUnPd= A-M]

In the **last 12 months**, have you done any voluntary or unpaid work connected to any of the following areas?

Please select all that apply.

1. Arts (e.g. theatre, visual arts and crafts, music, festivals, dance, literature)
2. Museum or gallery (e.g. stewarding at a museum or gallery, data analysis and research, museum guide)
3. Heritage (e.g. stewarding at a heritage site, trustee or committee member in a heritage or history group, conservation/restoration of sites, supporting conservation of historic objects)
4. Libraries (e.g. supporting library staff, management of libraries, library events and groups)
5. Sport (e.g. providing transport, coaching or instructing, refereeing, umpiring, officiating, stewarding, administrative or committee role for a sports organisation, activity or event)
6. Other charitable area (please specify)
7. None of these [EXCLUSIVE]

EIntro [ASK IF DWORKA1 = EMPLOYEE]

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Now some questions about Employer Supported Volunteering.

GEmpVol2 [ASK IF DWORKA1 = EMPLOYEE]

Some employers have schemes for employees to help with community projects, voluntary or charity organisations, or to give money. Have **you** participated in any activities of this sort that were encouraged by your employer, in the **last 12 months, that is since DATE?**

Please click the (>) button for more answer options.

1. Yes - helping only
2. Yes – giving money only
3. Yes - BOTH helping AND giving money
4. No

GOften [ASK IF GEmpVol2 = 1 OR 3]

Approximately how many days have you spent giving this kind of help in the last 12 months?

1. Less than a day
2. One day
3. Two days
4. Three days
5. Four days
6. Five or more days

BVLon [ASK IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE)]

If yes at least one of FGroupA-P AND none at funpd use this text:

(1) You've said that during the last 12 months you have not done any of the following things for any groups, clubs or organisations. Have you done any of these things – **unpaid** – for a group, club or organisation' **in the last five years (that is since YEAR)?** Please select all that apply.

If no at ALL OF FGROUPA-P use this text:

(2) You said earlier that you have not been involved with any groups, clubs or organisations in the last 12 months. Have you done any of the following things - **unpaid** - for a group, club or organisation **in the last five years (that is since YEAR)?** Please select all that apply.

- (A) Raising or handling money/taking part in sponsored events
- (B) Leading the group/member of a committee
- (C) Organising or helping to run an activity or event
- (D) Visiting people
- (E) Befriending or mentoring people
- (F) Giving advice/information/counselling
- (G) Secretarial, admin or clerical work
- (H) Providing transport/driving
- (I) Representing
- (J) Campaigning
- (K) Helping someone who is self-isolating due to coronavirus
- (L) Other practical help (e.g. helping out at school, shopping)
- (M) Any other help
- None of the above [EXCLUSIVE]

VYFreq [ASK IF ANY OF CODES A-L SELECTED AT BVLon]

Thinking about the unpaid help you have given to any group, club or organisation in the past, on average how frequently did you do this?

1. At least once a week
2. Less than once a week but at least once a month
3. Less frequently than once a month
4. It was a one-off occasion

VYStop [ASK IF ANY OF CODES A-L SELECTED AT BVLon]

What were the main reasons you stopped giving unpaid help to any groups, clubs or organisations?

Please select all that apply.

- A. Not enough time - due to changing home/work circumstances
- B. Not enough time – getting involved took up too much time
- C. Group/club/organisation finished/closed
- D. Moved away from area
- E. Due to health problems or old age
- F. Group/club/organisation wasn't relevant to me anymore
- G. Lost interest
- H. It was a one-off activity or event
- I. Felt I had done my bit/ someone else's turn to get involved
- J. Got involved in another activity instead
- K. Didn't get asked to do the things I'd like to
- L. Felt the group/club/organisation was badly organised
- M. Felt my efforts weren't always appreciated
- N. It was too bureaucratic/ too much concern about risk and liability
- O. Activity linked to my school/college/university/job I have now left
- P. I didn't feel my contribution made a difference
- Q. Other reason (specify)
- R. I am limiting contact with others due to coronavirus

BVHelp [ASK IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE) OR (FUNOFT = LESS OFTEN OR DON'T KNOW)]

If FUnoFT=Less often use this text:

1) You said earlier that you help group(s)/ club(s)/organisation(s) occasionally, that is less than once a month. Would you like to spend any more time helping groups, clubs or organisations?

If FUnoFT= Don't Know use this text:

(2) You said earlier that you help group(s)/club(s)/organisation(s). Would you like to spend any more time helping groups, clubs or organisations?

Otherwise, use this text:

(3) Would you like to spend any time helping groups, clubs or organisations?

1. Yes
2. No

VBarr [ASK IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE) OR (FUNOFT = LESS OFTEN OR DON'T KNOW)]

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If never volunteered formally ((FGroup A-P ALL = NO OR FunPd= None) AND BVLONG = NONE) use this text:

(1) Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations?

If former formal volunteer (BVLon= A-L) use this text:

(2) Which, if any, of these are reasons why you have not given unpaid help to groups, clubs or organisations in the last 12 months?

If irregular formal volunteer (FunOf= Less than once a month OR Don't Know) use this text:

(3) Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations more regularly?

Please select all that apply.

- A. I have work commitments
- B. I have to look after children/the home
- C. I have to look after someone who is elderly or ill
- D. I have to study
- E. I do other things with my spare time
- F. I'm not the right age
- G. I don't know any groups that need help
- H. I haven't heard about opportunities to give help/ I couldn't find opportunities
- I. I'm new to the area
- J. I have never thought about it
- K. I have an illness or disability that I feel prevents me from getting involved
- L. I am limiting contact with others due to coronavirus
- M. Too difficult during the coronavirus outbreak
- N. It is not my responsibility
- O. Other reason (specify)

Intro1 [ASK ALL]

The next section asks about any unpaid help you **as an individual** may have given to other people, that is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else **but not a relative**.

IHlp [ASK ALL]

In the **last 12 months**, that is, since [DATE ONE YEAR AGO], have you done any of these things, **unpaid**, for someone who was **not a relative**?

Please select all that apply.

1. Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or e-mailing)
2. Doing shopping, collecting pension or paying bills
3. Cooking, cleaning, laundry, gardening or other routine household jobs
4. Decorating, or doing any kind of home or car repairs
5. Babysitting or caring for children
6. Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail
7. Looking after a property or a pet for someone who is away
8. Giving advice

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9. Writing letters or filling in forms
10. Representing someone (for example talking to a council department or to a doctor)
11. Transporting or escorting someone (for example to a hospital or on an outing)
12. Anything else
13. No help given in last 12 months [EXCLUSIVE]

IHlpOft [ASK IF NOT IHLP=13 (NONE)]

Over the **last 12 months**, that is, since [DATE ONE YEAR AGO], about how often have you done [this/these things?]?

This includes:
(LIST RESPONSES GIVEN AT IHLP)

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

IHlpHrs [ASK IF NOT IHLP=13 (NONE)]

In the **last 4 weeks**, approximately how many **hours** have you spent doing [this/these things?]? If you are not sure please provide your best estimate.

Answer must be in the range from 0 up to 999: _____

GIntro1 [ASK ALL]

Next are some questions about giving to charity.

GGroup [ASK ALL]

In the **last 4 weeks**, have you given money to charity in any of the following ways? Please **exclude** donating goods or prizes.

Please select all that apply.

Donations

- A. Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc.)
- B. Collection at church, mosque or other place of worship
- C. Collections using a charity envelope/cheque in the post
- D. Covenant or debit from salary, payroll giving
- E. Donation – via direct debit, standing order
- F. Giving to people begging on the street
- G. Donation – in person or on phone (excluding online or via text message)
- H. Donation – online/via website
- I. Donation – by text message
- J. Donation – via an ATM/cash machine
- K. Donation – made through contactless technology

Purchases/fundraising

- L. Buying raffle tickets (NOT national or health lottery)
- M. Buying goods from a charity shop, catalogue or online

- N. Making a purchase where the price includes a charitable donation/or where you can add a charitable donation to the purchase
- O. Buying tickets or spending money at fundraising events (e.g. charity dinners, fetes, jumble sales)

Sponsorship

- P. Sponsorship (not online)
- Q. Sponsorship (online)

Other

- R. Other method of giving (excluding donating goods or prizes) (specify)
- S. Did not give money to charity [EXCLUSIVE]

GivMon [ASK IF NOT GGROUP = DID NOT GIVE TO CHARITY OR DK OR REF]

In the **last 12 months**, have you given any money to any of the following charity sectors?

Please select all that apply.

1. Arts (e.g. theatre, visual arts and crafts, music, festivals, dance, literature)
2. Museums and/or galleries
3. Heritage (e.g. heritage sites, conservation/restoration, supporting conservation of historic objects)
4. Libraries (e.g. library donation boxes, membership of library friends schemes)
5. Sports (e.g. sports organisations, local sports clubs or facilities, sports development charities)
6. Other charitable area (please specify)
7. None of these [EXCLUSIVE]

GivAmt [ASK IF NOT GGROUP = DID NOT GIVE TO CHARITY AND NOT DK OR REF]

Approximately how much have you given to charity in the **last 4 weeks**?

Please enter the amount to the nearest pound.

Please exclude buying goods.

If you are not sure please provide your best estimate.

Caus4w [ASK IF NOT GGROUP = DID NOT GIVE TO CHARITY AND NOT DK OR REF]

To which of these causes have you given money in the **last 4 weeks**?

Please select all that apply.

- A. Schools, colleges, universities or other education
- B. Children or young people (outside school)
- C. Sports/exercise
- D. Religion/Place of Worship
- E. Older people
- F. Overseas Aid / Disaster Relief
- G. Medical Research
- H. Hospitals and Hospices
- I. Physical/ Mental Healthcare/Disabled people (including blind or deaf people)
- J. Social Welfare

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- K. Conservation, the environment and heritage
- L. Animal Welfare
- M. The arts and museums
- N. Hobbies / Recreation/ Social clubs
- O. Other (specify)
- None of these [EXCLUSIVE]

CausLN [ASK IF NOT GGROU = DID NOT GIVE TO CHARITY AND NOT DK OR REF]

Were these donations for ...?

- 1. Local charities
- 2. National or international charities
- 3. Both local charities and national or international charities

TEUse2 (QB2) [ASK ALL]

Would any of these things encourage you to start giving to charity or to increase the amount you currently give?

Please select all that apply.

- 1. More information about charities I could support
- 2. Knowing that my money will be spent locally
- 3. Receiving letter/email of thanks from the charity
- 4. Receiving information on what has been done with my donation
- 5. Being asked to increase my donation
- 6. Confidence that the money will be used efficiently
- 7. More tax efficient methods (e.g. Gift Aid, giving via self-assessment)
- 8. More generous tax relief
- 9. Being asked by someone I know
- 10. Having more money
- 11. If payroll giving were available
- 12. If the charity helped me/someone close to me
- 13. None of these [EXCLUSIVE]

SECTION 6: SOCIAL ACTION

→ TIMING POINT 6a

SAIntro [ASK ALL]

The next questions are about getting involved in your local area.

LocAtt [ASK ALL]

To what extent do you agree or disagree with the following statement?

When people in this area get involved in their local community, they really can change the way that their area is run.

1. Definitely agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Definitely disagree

LocInvNew2 [ASK ALL]

Have you been involved in any of the following activities, in the **last 12 months, that is DATE?**
Please only include those activities that were **unpaid**

Please don't include anything where you signed a petition but took no further action.

Please select all that apply.

1. Trying to set up a new service/amenity for local residents
2. Trying to stop the closure of a service/amenity
3. Trying to stop something else happening in my local area
4. Running local services on a **voluntary** basis (e.g. childcare, youth services, parks, community centres)
5. Organising a community event (e.g. street party)
6. Another local issue (specify)
7. None of these [EXCLUSIVE]

LocPeopNew**[ASK IF NOT ALL CODES A-F SELECTED AT LocInvNew]**

Have you been aware of **other** local people being involved in any of these activities over the **last 12 months**?

[LIST FILTERED TO EXCLUDES ANY RESPONSES SELECTED AT LOCINVNEW]

[DISPLAY ON SCREEN]: In the **last 12 months**, I have been aware of other local people getting involved in...

1. Trying to set up a new service/amenity for local residents
2. Trying to stop the closure of a service/amenity
3. Trying to stop something else happening in my local area
4. Running local services on a **voluntary** basis (e.g. childcare, youth services, parks, community centres)
5. Organising a community event (e.g. street party)
6. Another local issue (specify)
7. None of these [EXCLUSIVE]

LocAct**[IF ANY CODED AT LocInvNew2]**

In the **last 12 months**, in what ways have you been involved in [this activity or issue / these activities or issues]?

[DISPLAY CODES SELECTED AT LocInvNew2]

Please select all that apply.

- A. I started up the activity (solely or jointly)
- B. I managed the activity (solely or jointly)
- C. I participated in a discussion on this issue/event (online or in person)
- D. I helped fundraise
- E. I got more people involved
- F. I contributed specialist skills
- G. I donated money
- H. I offered non-monetary donations or contributions
- I. I campaigned
- J. I helped raise awareness locally
- K. I helped organise a petition
- L. I signed a petition
- M. I offered other practical support
- N. Other (specify)

LocOfft**[IF ANY CODED AT LocInvNew 2]**

On how many occasions in the **last 12 months** have you spent time helping with [this activity or issue / all of these activities or issues]?

[DISPLAY CODES SELECTED AT LocInvNew2]

1. On one occasion only
2. On 2 or 3 occasions

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3. On four or five occasions
4. Or more frequently

LocHow [IF ANY CODED AT LocInvNew 2]

How did you find out how to get involved with [this activity or issue / these activities or issues]?

[DISPLAY CODES SELECTED AT LocInvNew2]

Please select all that apply.

- A. I was the person/one of the people who started the action
- B. I was asked to get involved by someone I already knew
- C. I was asked to get involved by someone I hadn't previously known
- D. I saw a leaflet/poster/flyer
- E. I read about it in the local newspaper
- F. Via a local community/ neighbourhood/ residents group
- G. Via an online forum or social network site
- H. Other (specify)

LocMot2 (QB4) [ASK IF ANY CODED AT LocInvNew2]

Why did you get involved in [the local issue or activity/all of the local issues or activities]?

[DISPLAY CODES SELECTED AT LocInvNew2]

Please select all that apply.

1. To serve my community/felt it was my responsibility
2. To improve local services/not happy with existing provision
3. To resolve an issue
4. My political beliefs
5. My religious beliefs
6. An earlier positive experience of getting involved
7. I was asked to get involved
8. To have my say
9. To meet people/make friends
10. It was connected to the needs of family/friends
11. To give me a chance to learn new skills/use my existing skills
12. To help my career
13. I had spare time to do it
14. I wanted an interest outside of work
15. Other (please specify)

LocWant [ASK IF ANY OF CODES A-F SELECTED AT LocPeopNew AND LocInvNew = NONE OF THESE]

You said you had been aware of **other** local people in your area getting involved with:

[ONLY DISPLAY ANSWERS SELECTED AT LocPeopNew]

- Trying to set up a new service or amenity
- Trying to stop the closure of a service or amenity
- Trying to stop something happening in your local area

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- **Running** local services on a **voluntary** basis
- Organising a community event such as a street party
- Another issue affecting your local area

Would you **like** to have been involved in [this local issue / any of these local issues]?

1. Yes
2. No

LocBarr1 [ASK IF LocWant = YES/NO

IF YES AT LocWant: Why didn't you get involved in this [this local issue or activity / any of these local issues or activities]?

IF NO At LocWant: Why didn't you want to get involved in [this local issue or activity / any of these local issues or activities]?

[ONLY DISPLAY ANSWERS SELECTED AT LocPeopNew]

Please select all that apply.

1. I don't have time
2. I do other voluntary activities
3. Was not asked to get involved
4. Have never thought about it
5. Did not know how to get involved
6. Due to illness or disability
7. Don't feel it's my responsibility
8. Did not feel I could make a difference
9. Don't have the right skills
10. Not confident enough
11. Don't know people in my area well enough
12. I don't get on with people in my local area
13. Didn't agree with the issue or feel strongly enough about it
14. Red tape/ bureaucracy/legal barriers
15. Just not interested
16. Other reason (specify)

SECTION 7: SUBJECTIVE WELLBEING

→ TIMING POINT 7

Wellintro [ASK ALL]

The next questions ask about your feelings on aspects of your life. They are included to help measure people's wellbeing and the information produced will not identify you or anyone in your household.

There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to ten, where 0 is 'not at all' and 10 is 'completely'.

WellB1 [ASK ALL]

Overall, how satisfied are you with your life nowadays?

Please click the (>) button for more answer options.

(SCALE: 0 (Not at all satisfied) to 10 (completely satisfied))

WellB4 [ASK ALL]

Overall, to what extent do you feel the things you do in your life are worthwhile?

Please click the (>) button for more answer options.

(SCALE: 0 (not at all worthwhile) to 10 (completely worthwhile))

WellB2 [ASK ALL]

Overall, how happy did you feel yesterday?

Please click the (>) button for more answer options.

(SCALE: 0 (not at all happy) to 10 (completely happy))

WellB3 [ASK ALL]

Overall, how anxious did you feel yesterday?

Please click the (>) button for more answer options.

(SCALE: 0 (not at all anxious) to 10 (completely anxious))

Lon1 [ASK ALL]

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How often do you feel that you lack companionship?

Please click the (>) button for more answer options.

- A. Often
- B. Some of the time
- C. Hardly ever or Never

Lon2 [ASK ALL]

How often do you feel left out?

Please click the (>) button for more answer options.

- A. Often
- B. Some of the time
- C. Hardly ever or Never

Lon3 [ASK ALL]

How often do you feel isolated from others?

Please click the (>) button for more answer options.

- A. Often
- B. Some of the time
- C. Hardly ever or Never

LonOft [ASK ALL]

How often do you feel lonely?

Please click the (>) button for more answer options.

- A. Often/always
- B. Some of the time
- C. Occasionally
- D. Hardly ever
- E. Never

SECTION 8: DEMOGRAPHICS PART 2

→ TIMING POINT 8

IntroHTen2 [ASK ALL]

The following questions are about you and your circumstances.

HTen1 [ASK ALL]

Do you (or your household) own or rent this accommodation?

Please click the (>) button for more answer options.

1. Own it outright
2. Buying it with the help of a mortgage / loan
3. Part own and part rent (shared ownership)
4. Rent it (includes all those who are on Housing Benefit or Local Housing Allowance)
5. Live here rent-free (including rent-free in relative's /friend's property but excluding squatters)
6. Squatting

HLLord [ASK IF (HTEN1 = 3, 4 OR 5)]

Who is the landlord?

Please select the first one that applies.

1. The local authority /council /ALMO
2. A housing association, RSL, charitable trust or Local Housing Company
3. Employer (organisation) of a household member
4. Another organisation
5. Relative /acquaintance of any current household member from before this tenancy started
6. Employer (individual) of a household member
7. Another individual private landlord

Ethnic **[ASK ALWAYS]**

Which one of the following best describes your ethnic group or background?

Please select one option.

WHITE

1. English/Welsh/Scottish/Northern Irish/British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background (specify)

MIXED

5. White and Black Caribbean
6. White and Black African
7. White and Asian
8. Any other mixed/multiple ethnic background (specify)

ASIAN OR ASIAN BRITISH

9. Indian
10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian background (specify)

BLACK OR BLACK BRITISH

14. African
15. Caribbean
16. Any other Black/African/Caribbean background (specify)

OTHER ETHNIC GROUP

17. Arab
18. Any other ethnic group (specify)

19. Prefer not to say

Citizen **[ASK ALWAYS]**

Are you a citizen of any of the following?

Citizenship means you are entitled to a passport issued by that country.

Please select all that apply

Please click the (>) button for more answer options.

1. The United Kingdom (Great Britain and Northern Ireland)
2. Republic of Ireland
3. Any other member state of the European Union
4. Any other country elsewhere in the world

SMain **[ASK ALL]**

Which language do you speak most often at home? Please choose your **main** language. If you speak English and another language equally please select both of these codes.

Please click the (>) button for more answer options.

1. English
2. Other language

SGood [ASK IF SMain NE =1]

In day-to-day life, how good are you at speaking English when you need to? For example to have a conversation on the telephone or talk to a professional such as a teacher or a doctor?

Please click the (>) button for more answer options.

1. Very good
2. Fairly good
3. Not very good
4. Not at all good

Relig [ASK ALL]

What is your religion, even if you are not currently practising?

Please click the (>) button for more answer options.

1. No religion
2. Christian
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion
9. Prefer not to say

RelAct [ASK IF NOT RELIG=1]

Do you consider that you are actively practising your religion?

Please click the (>) button for more answer options.

1. Yes
2. No
3. Prefer not to say

GHealth [ASK ALL]

How is your health in general?

Please click the (>) button for more answer options.

1. Very good
2. Good
3. Fair

4. Bad
5. Very bad

DIII [ASK ALL]

[*]Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Please click the (>) button for more answer options.

1. Yes
2. No

DIII2 [ASK IF DIL1=1]

[*] Does your condition or illness/do any of your conditions or illnesses] reduce your ability to carry out day-to-day activities?

Please click the (>) button for more answer options.

1. Yes – a lot
2. Yes – a little
3. No

RCare [ASK ALL]

Do you have any caring responsibilities for a member of your immediate family or a close relative outside of your household who has any long-standing illness, disability or infirmity?

Please click the (>) button for more answer options.

1. Yes
2. No

RCareHrs [ASK IF RCare=1]

Including travelling time, approximately how long do you spend caring for this person/these people in an average week?

Please click the (>) button for more answer options.

1. 0-2 hours
2. 3-4 hours
3. 5-9 hours
4. 10-19 hours
5. 20-29 hours
6. 30 hours or more

Sld [ASK ALL]

Which of the following best describes how you think of yourself?

We are asking this question so that we can compare the experiences of different groups in society.

1. Heterosexual/ Straight
2. Gay/ Lesbian
3. Bisexual
4. Other
5. Prefer not to say

Employment Status

→ TIMING POINT 9

EIntro1 [ASK ALL]

The final questions about your work and employment.

Wrking [ASK ALL]

Did you do any paid work in the 7 days ending Sunday the [date last Sunday], either as an employee or as self-employed?

1. Yes
2. No

SchemeT [ASK IF WRKING = (NO OR DK/REF)]

Were you on a government scheme for employment training?

1. Yes
2. No

JbAway [ASK IF WRKING = NO OR WRKING = DK/REF AND (SCHEMET = NO OR SCHEMET = DK/REF)]

Did you have a job or business you were away from?

1. Yes
2. No
3. I'm waiting to take up a new job/business already obtained

OwnBus [ASK IF (JBAYAWAY = 2/3) OR (JBAYAWAY = DK/REF)]

Did you do any UNPAID work in that week for any business that you own?

1. Yes
2. No

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RelBus [ASK IF (OWNBUS = NO) OR (OWNBUS = DK/REF)]

Did you do any unpaid work for a business that a relative owns?

1. Yes
2. No

Looked [ASK IF (RELBUS = NO/DK/REF AND JBAWAY = NO/DK/REF)]

Were you looking for any kind of paid work or a place on a government training scheme at any time in the last 4 weeks?

1. Yes
2. No

StartJ [ASK IF ((LOOKED = YES) OR (JBAWAY = WAITING))]

If a job or a place on a government training scheme had been available in the week ending Sunday the [date last Sunday], would you have been able to start within 2 weeks?

1. Yes
2. No

LKTime [ASK IF ((LOOKED = YES) OR (LOOKED = WAIT)) OR (JBAWAY = WAITING)]

How long have you been looking for paid work/a place on a government scheme?

1. Not yet started
2. Less than 1 month
3. 1 month but less than 3 months
4. 3 months but less than 6 months
5. 6 months but less than 12 months
6. 12 months or more

Whynlk [ASK IF LOOKED = NO]

What was the main reason you did not look for work in the last 4 weeks?

1. Student
2. Looking after the family/home
3. Temporarily sick or injured
4. Long-term sick or disabled
5. Retired from paid work
6. Other reason

Whynsrt [ASK IF STARTJ = NO]

What was the MAIN reason you would not have been able to start work within two weeks?

1. Student
2. Looking after the family/home
3. Temporarily sick or injured
4. Long-term sick or disabled

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5. Retired from paid work
6. Other reason

Infstud [ASK ALL]

Are you at present [at school or 6th form college] enrolled on any full-time or part-time education course excluding leisure classes?

Please include correspondence courses and open learning as well as other forms of full-time and part-time education course

1. Yes – full time student
2. Yes – part-time student
3. No

EverWk [ASK IF NOT (WRKING = YES AND SCHEMET = YES AND JBAWAY = YES AND OWNBUS = YES AND RELBUS = YES)]

Have you EVER had a paid job, apart from casual or holiday work (or the job you are waiting to begin)?

1. Yes
2. No

LeavWk [ASK IF EVERWK=1]

When did you leave your last PAID job?

Please enter the month and year below.

OcOrg [ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]

Which of the following types of organisation on this card [do/did] you work for?

Please click the (>) button for more answer options.

1. Private sector firm or company, including for example limited companies and PLCs
2. Nationalised industry or public corporation, including for example the Post Office and the BBC
3. Other public sector employer, including for example Central Government/Civil Service/Government Agencies, Local Authority/Local Educational Authority, Universities, Health Authority/NHS Hospitals/NHS Trusts/GP surgeries, Police/Armed Forces
4. Charity/Voluntary sector, including for example charitable companies, churches, trade unions
5. Other (specify)

OccT [ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]

What was your [main job in the week ending Sunday the [DATE]/your last main job]?

Please enter your full job title.

OccD [ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]

What [do/did] you mainly do in your job]?

Please give as much detail as possible, and include any special qualifications and training needed to do the job.

Soft check.Occd [If less than 40 characters entered at OccD]

That is a short answer. Please record as much detail as possible.

Stat [ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]

[Are/Were] you working as an employee or [are/were] you self-employed?

1. Employee
2. Self-employed

SVise [ASK IF STAT = 1]

In your job, [do/did] you have formal responsibility for supervising the work of other employees?

1. Yes
2. No

EmpNo [ASK IF STAT = 1]

How many people [work/worked] for your employer at the place where you [work/worked]?

Please click the (>) button for more answer options.

1. 1 to 24
2. 25 to 249
3. 250 to 499
4. 500 or more

Solo [ASK IF STAT = 2]

[Are/Were] you working on your own or [do/did] you have employees?

1. On own/with partner(s) but no employees

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2. With employees

SENo [ASK IF SOLO = 2]

How many people [do/did] you employ at the place where you [work/worked]?

1. 1 to 24
2. 25 to 249
3. 250 to 499
4. 500 or more

FtPtWk [ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]

In your (main) job [are/were] you working:

1. Full time (30+ hours a week)
2. Part time (less than 30 hours per week)

Ifpqual [ASK IF AGED < 70]

Do you have any qualifications from each of the following....

Please select all that apply.

1. From school, college or university
2. Connected with work
3. From government schemes
4. No qualifications

Edqual [ASK IF IFPQUAL = 1/2/3/DK/PREFER NOT TO SAY]

Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.

1. Higher degree/postgraduate qualifications
2. First degree (including BEd) Postgraduate Diplomas/ Certificates (including PGCE)
Professional qualifications at Degree level (eg chartered accountant/ surveyor) NVQ/SVQ Level 4 or 5
3. Diplomas in higher education/ other HE qualification HNC/ HND/ BTEC higher Teaching qualifications for schools/ further education (below degree level) Nursing/ other medical qualifications (below degree level) RSA Higher Diploma
4. A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies NVQ/ SVQ/ GSVQ level 3/
GNVQ Advanced ONC/ OND/ BTEC National City and Guilds Advanced Craft/ Final level/
Part III RSA Advanced Diploma
5. Trade Apprenticeships
6. O level/ GCSE Grades A*-C/ SCE Standard/ Ordinary Grades 1-3 NVQ/SVQ/ GSVQ level 2/
GNVQ intermediate BTEC/ SCOTVEC First/ General diploma City and Guilds Craft/ Ordinary level/ Part II/ RSA Diploma
7. O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3 NVQ/SVQ/ GSVQ level 1/
GNVQ foundation BTEC/ SCOTVEC First/ General certificate City and Guilds Part I/ RSA Stage I-III SCOTVEC modules/ Junior Certificate
8. Other qualifications including overseas

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[InclIntro] [ASK ALL]

The next questions are about income. It is important for us to know so we can understand how it influences people's behaviours and attitudes. Please remember that all the information collected is completely confidential and will only be used for the purposes of producing statistics.

INCOMERP [ASK ALL]

Please select the income group which represents [your personal/you and your husband's/wife's/partner's combined] income in the last 12 months, that is since DATE from all sources, before any deductions such as income tax or National Insurance?

Please click the (>) button for more answer options.

WEEKLY	MONTHLY	ANNUAL
1. A Up to £49	Up to £216	Up to £2,599
2. B £50 up to £99	£217 up to £432	£2,600 up to £5,199
3. C £100 up to £199	£433 up to £866	£5,200 up to £10,399
4. D £200 up to £299	£867 up to £1,299	£10,400 up to £15,599
5. E £300 up to £399	£1,300 up to £1,732	£15,600 up to £20,799
6. F £400 up to £499	£1,733 up to £2,166	£20,800 up to £25,999
7. G £500 up to £599	£2,167 up to £2,599	£26,000 up to £31,199
8. H £600 up to £699	£2,600 up to £3,032	£31,200 up to £36,399
9. I £700 up to £799	£3,033 up to £3,466	£36,400 up to £41,599
10. J £800 up to £899	£3,467 up to £3,899	£41,600 up to £46,799
11. K £900 up to £999	£3,900 up to £4,332	£46,800 up to £51,999
12. L £1000 up to £1,449	£4,333 up to £6,249	£52,000 up to £74,999
13. M £1,450 up to £1,929	£6,250 up to £8,349	£75,000 up to £99,999
14. N £1,930 up to £2,879	£8,350 up to £12,499	£100,000 up to £149,999
15. O £2,880 or more	£12,500 or more	£150,000 or more

IncomeX [ASK IF MAR = 2 OR 6 OR LIVE = 1 OR 3]

Please select the income group which represents your total PERSONAL income in the last 12 months, that is since DATE, before any deductions for tax, etc. Please include income from earnings, self employment, benefits, pensions, and interest from savings.

Please click the (>) button for more answer options.

WEEKLY	MONTHLY	ANNUAL
1. A Up to £49	Up to £216	Up to £2,599
2. B £50 up to £99	£217 up to £432	£2,600 up to £5,199
3. C £100 up to £199	£433 up to £866	£5,200 up to £10,399
4. D £200 up to £299	£867 up to £1,299	£10,400 up to £15,599
5. E £300 up to £399	£1,300 up to £1,732	£15,600 up to £20,799
6. F £400 up to £499	£1,733 up to £2,166	£20,800 up to £25,999
7. G £500 up to £599	£2,167 up to £2,599	£26,000 up to £31,199
8. H £600 up to £699	£2,600 up to £3,032	£31,200 up to £36,399
9. I £700 up to £799	£3,033 up to £3,466	£36,400 up to £41,599
10. J £800 up to £899	£3,467 up to £3,899	£41,600 up to £46,799
11. K £900 up to £999	£3,900 up to £4,332	£46,800 up to £51,999

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12. L £1000 up to £1,449	£4,333 up to £6,249	£52,000 up to £74,999
13. M £1,450 up to £1,929	£6,250 up to £8,349	£75,000 up to £99,999
14. N £1,930 up to £2,879	£8,350 up to £12,499	£100,000 up to £149,999
15. O £2,880 or more	£12,500 or more	£150,000 or more

FOLLOWUP [ASK ALL]

This survey is conducted by Kantar Public, an independent social research organisation. We may like to contact you again, with questions relating to this survey or to help with other connected research for the Government or a charity. Would it be okay for us to contact you within the next two years?

This will involve us keeping a secure record of your name, email address and/or telephone number for two years. Your contact details will not be used for any other purposes and will be destroyed after two years. If you answer 'yes', you are giving your permission for us to re-contact you within the next two years to discuss taking part in follow-up research. You are not agreeing to take part in any research.

1. Yes
2. No

FOLLOWUP2 [ASK ALL]

If follow up research related to this survey was being conducted on behalf of the government or a charity would you be willing for Kantar Public to securely pass your name, contact details and information from this survey to another research organisation, so they could contact you within the next two years?

This will involve us keeping a secure record of your name, email address and/or telephone number for two years. Your contact details will only be shared for valid research purposes and will be destroyed after two years.

If you answer 'yes', you are giving your permission to be re-contacted to discuss taking part in follow-up research within the next two years by another research organisation. You are not agreeing to take part in any research.

1. Yes
2. No

GiveTel [ASK IF FOLLOWUP = 1 OR FOLLOWUP2 = 1]

Please enter your telephone number in case we want to contact you for any follow up research.

ENTER TELEPHONE NUMBER: _____
Prefer not to give my telephone number

PEREMAIL [ASK IF FOLLOWUP = 1 OR FOLLOWUP2 = 1]

Do you have a home or work email address that you access at least once a month?

1. Yes

2. No

EMAIL [ASK IF ((FOLLOWUP = 1 OR FOLLOWUP2 = 1) AND PEREMAIL = 1)]

Please enter your email address in case we want to contact you for any follow up research.

ENTER EMAIL ADDRESS

Prefer not to give my email address

Qflw1. [ASK IF > 1 ADULT AGED 16+ IN HOUSEHOLD]

Did you discuss any elements of the survey with any other household members either before or during the process of completing the survey?

1. Yes
2. No

Qflw2. [ASK IF Q1 = Yes]

What did you discuss with other members of your household? Please select all that apply.

1. The survey in general (e.g. what it is about, whether to complete it)
2. The broad content of the survey (e.g. what sort of issues it covers)
3. How to respond to specific questions in the survey
4. Other (please type in details of what else you discussed)

QFraud [ASK ALL]

The Community Life Survey is conducted on behalf of HM Government. The quality of the data is very important so please read the statement below and tick the box underneath to confirm you are ready to submit.

Confirm full name:

I confirm that all of my answers were given honestly and represent my own personal views.

TICK BOX

→ **TIMING POINT 10**

Appendix B: Community Life Paper Questionnaire



HM Government

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Who should complete the questionnaire?

Up to four people in your household can complete the questionnaire as long as they are all aged 16 or over.

How do I fill in the questionnaire?

1. Most questions can be answered by putting a cross in the box next to the answer that applies to you, like this:

Or by writing in a number like this:

1	0
---	---

2. Some questions will ask you to "**cross all that apply.**" Please cross as many boxes that apply to you when you see this instruction.
3. Please try to answer every question. If you cannot remember, do not know, or the question does not apply to you then please cross the relevant box where shown or leave the question blank.
4. If you change your mind about an answer you have given, completely block out the box you have crossed like this, and then put a cross in your preferred box.
5. Please use black or blue ink to complete the questionnaire.

Where can I get more information?

✉: communitylifesurvey@kantarpublish.com

☎: 0800 158 2952 (9am-5pm)

Information about how your data is processed and information about your rights in relation to the data we collect is available on the back of the accompanying letter. You can also access our privacy policy at:

www.commlife.co.uk/surveypolicy or by calling 0800 158 2952

KANTAR

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Section 1: About you

Thank you for choosing to take part in the Community Life Survey. In this first section, we would like to find out a little about you and your household.

By 'your household' we mean the group of people (not necessarily related) living at your address who share cooking facilities with you and also share a living room or sitting room or dining area.

Q1 Including you, how many adults aged 16 or over are currently living in your household?

↳ Please cross one box only ☒

- | | |
|----------------------------|------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 10+ |

Q2 How many children aged under 16 currently live in your household?

↳ Please cross one box only ☒

- | | |
|----------------------------|------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10+ |
| <input type="checkbox"/> 5 | |

Q3 What is your gender?

- | | |
|---|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| <input type="checkbox"/> In another way | |

Q4 What was your age last birthday?

↳ If age provided go to Q5

Q4a Which age band are you in?

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> 16 to 19 | <input type="checkbox"/> 50 to 54 |
| <input type="checkbox"/> 20 to 24 | <input type="checkbox"/> 55 to 59 |
| <input type="checkbox"/> 25 to 29 | <input type="checkbox"/> 60 to 64 |
| <input type="checkbox"/> 30 to 34 | <input type="checkbox"/> 65 to 69 |
| <input type="checkbox"/> 35 to 39 | <input type="checkbox"/> 70 to 74 |
| <input type="checkbox"/> 40 to 44 | <input type="checkbox"/> 75 to 79 |
| <input type="checkbox"/> 45 to 49 | <input type="checkbox"/> 80 or over |

Q5 Thinking about all the people living in your household, how many are older than you?

↳ Please cross one box only ☒

- | | |
|----------------------------|------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10+ |
| <input type="checkbox"/> 5 | |

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Q6 What is your marital status?

➔ Please cross one box only ☒

- Single, that is, never married and never registered a same-sex civil partnership
- Married
- Separated, but still legally married
- Divorced
- Widowed
- In a registered same-sex civil partnership
- Separated, but still legally in a same-sex civil partnership
- Formerly in a same sex civil partnership which is now legally dissolved
- Surviving partner from a same-sex civil partnership



Section 2: About your employment

Q7 Did you do any paid work in the last 7 days, either as an employee or as self-employed?

- Yes
- No ➔ Go to Q9

Q8 Are you working as an employee or are you self-employed?

➔ Please cross one box only ☒

- Employee
- Self-employed

Section 3: Using the internet

The following questions are about using the internet.



Q9 In what ways do you use the internet, if at all?

- For work only
- For personal reasons only
- For both
- Not at all ➔ Go to Q11

Q10 How often do you access the internet?

Please include internet access from any device, including mobile/tablet only internet access.

This can be for any purpose ranging from checking your emails to online shopping.

➔ Please cross one box only ☒

- More than once a day
- Once a day
- 2-3 times per week
- About once a week
- About once a fortnight
- About once a month
- About once every 2-3 months
- About once every six months
- Less often



Section 4: Identity and Social Networks

The next few questions are about how often you personally contact your family members and friends. Please do not include any people you live with.

Q11 On average, how often do you...?

↳ Please cross one box only ☒

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
Meet up in person with family members or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speak on the phone or video or audio call via the internet with family members or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email or write to family members or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchange text messages or instant messages with family members or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 How much do you agree or disagree with the following statements?

↳ Please cross one box only for each statement ☒

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
If I needed help, there are people who would be there for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I wanted company or to socialise, there are people I can call on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Section 5: Your community

The next questions are about your neighbourhood. Please think of the area within a few minutes walking distance from your home.

Q13 How strongly do you feel you belong to your immediate neighbourhood?

⇒ Please cross one box only ☒

- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly

Q14 Roughly how many years have you lived in your current neighbourhood?

--	--

Q15 How often do you chat to your neighbours, more than just to say hello?

⇒ Please cross one box only ☒

- On most days
- Once or twice a week
- Once or twice a month
- Less than once a month
- Never

Q16 How strongly do you agree or disagree with the following statement?

Generally, I borrow things and exchange favours with my neighbours.

⇒ Please cross one box only ☒

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree

Q17 How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?

⇒ Please cross one box only ☒

- Very comfortable
- Fairly comfortable
- Fairly uncomfortable
- Very uncomfortable

Q18 If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?

⇒ Please cross one box only ☒

- Very comfortable
- Fairly comfortable
- Fairly uncomfortable
- Very uncomfortable

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Q19 To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?

⇒ Please cross one box only ☒

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree

Q20 Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?

⇒ Please cross one box only ☒

- Many** of the people can be trusted
- Some** of the people can be trusted
- A **few** of the people can be trusted
- None** of the people can be trusted

Q21 On a scale where 0 (zero) is not at all and 10 (ten) is completely, in general how much do you think people can be trusted?

⇒ Please cross one box only ☒

Not at all

Completely

- | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

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Section 6: Your local area

The next questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home

Q22 Overall, how satisfied or dissatisfied are you with your local area as a place to live?

⇒ Please cross one box only ☒

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q23 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

⇒ Please cross one box only ☒

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree

Q24 Do you think that over the past two years this area has...?

⇒ Please cross one box only ☒

- Got better to live in
- Got worse to live in
- Not changed much (hasn't got better or worse)
- Have not lived here long enough to say

Q25 Generally, how satisfied are you with the local services and amenities in your local area?

⇒ Please cross one box only ☒

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q26 How important is it for you personally that you have opportunities to mix with people from different backgrounds?

⇒ Please cross one box only ☒

- Very important
- Important
- Neither important nor unimportant
- Not very important
- Not at all important

Section 7: Influencing political decisions and local affairs



The next questions are about influencing political decisions and local affairs.

Q27 In the last 12 months, have you...?

⇒ Please cross all that apply ☒

- Contacted a local official such as a local councillor, MP, government official, mayor, or public official working for the local council (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)
- Attended a public meeting or rally, taken part in a public demonstration or protest
- Signed a paper petition or an online/ e-petition
- None of these

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Q28 In the last 12 months, have you taken part in a consultation about local services or issues in your local area through any of these ways?

⇒ Please cross all that apply ☒

- Completing a paper or online questionnaire
- Attending a public meeting
- Being involved in a face-to-face or online group
- None of these



Section 8: Activities in your local community

The following questions are about activities in your local community.

Q29 In the last 12 months have you done any of these things?

Please include any activities you have already mentioned, but not any related to your job.

⇒ Please cross all that apply ☒

- Been a local councillor (for local authority, town or parish)
- Been a school governor
- Been a volunteer Special Constable
- Been a magistrate
- None of these

Q30 And again in the last 12 months, have you been a member of any of the following decision making groups in your local area?

Please include online groups and any activities you have already mentioned but not any related to your job.

⇒ Please cross all that apply ☒

- A group making decisions on local health services
- A decision making group set up to regenerate the local area
- A decision making group set up to tackle local crime problems
- A tenants' group decision making committee
- A group making decisions on local education services
- A group making decisions on local services for young people
- Another group making decisions on services in the local community
- None of these

Q31 To what extent do you agree or disagree that you personally can influence decisions affecting your local area?

⇒ Please cross one box only ☒

- Definitely agree
- Tend to agree
- Tend to disagree
- Definitely disagree

Q32 How important is it for you personally to feel that you can influence decisions in your local area?

⇒ Please cross one box only ☒

- Very important
- Quite important
- Not very important
- Not at all important



Section 9: Volunteering

The next questions are about your involvement with groups, clubs or organisations.

Q33 Have you been involved with any of the following groups, clubs or organisations during the last 12 months?

Please don't put a cross in the box if you have only given money or done something that was part of your job or organised through your employer.

⇒ Please cross all that apply

- | | |
|--|---|
| <input type="checkbox"/> Children's education/schools (e.g. Parent teacher Associations, School governor, Supporting fairs and fundraising, Helping in school, Running pupils' clubs) | <input type="checkbox"/> The environment, animals (e.g. National organisations (e.g. Greenpeace, National Trust, RSPCA), Local conservation groups, Preservation societies) |
| <input type="checkbox"/> Youth/children's activities (outside school) (e.g. Youth clubs, Sports clubs, Hobby or cultural groups for children) | <input type="checkbox"/> Justice and Human Rights (e.g. Special Constable, Magistrate, Legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, LGBT groups, National organisations (e.g. Amnesty International)) |
| <input type="checkbox"/> Education for adults (e.g. Attending or teaching classes, Mentoring, Cultural groups, Students Union, College governor) | <input type="checkbox"/> Local community or neighbourhood groups (e.g. Tenants' / Residents' Association, Neighbourhood Watch, community group, local pressure group) |
| <input type="checkbox"/> Sport/exercise (taking part, coaching or going to watch) (e.g. Sports clubs or groups (e.g. football, swimming, fishing, golf, keep-fit, hiking), Supporter clubs) | <input type="checkbox"/> Citizens' Groups (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons) |
| <input type="checkbox"/> Religion (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue), Attending faith-based groups, Saturday/Sunday School) | <input type="checkbox"/> Hobbies, Recreation/Arts/Social clubs (e.g. Clubs or groups for the Arts (e.g. theatres, museums, amateur dramatics, orchestras), Hobby or cultural groups (e.g. local history club, Social club)) |
| <input type="checkbox"/> Politics (e.g. Membership of, or involvement with, political groups, Serving as local councillor) | <input type="checkbox"/> Trade union activity (e.g. Membership of, or involvement with, a trade union) |
| <input type="checkbox"/> Older people (e.g. Involved with groups, clubs or organisations for older people (e.g. Age UK, Pensioner's clubs), Visiting, transporting or representing older people) | <input type="checkbox"/> Other: Please cross the box and write in below |
| <input type="checkbox"/> Health, Disability and Social welfare (e.g. Medical research charities, Hospital visiting, Disability groups, Social welfare (e.g. Oxfam, NSPCC, Samaritans, Citizens Advice Bureau), Offering respite care, Self-help groups (e.g. Alcoholics Anonymous)) | <div style="border: 1px solid black; height: 100px; width: 100%;"></div> |
| <input type="checkbox"/> Safety, First Aid (e.g. Red Cross, St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster) | <input type="checkbox"/> None of these ⇒ Please go to Q37 |

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Q34 In the last 12 months, have you given unpaid help to the groups, clubs or organisations you've just selected in any of the following ways?

⇒ Please cross all that apply ☒

- | | |
|--|--|
| <input type="checkbox"/> Raising or handling money/taking part in sponsored events | <input type="checkbox"/> Secretarial, admin or clerical work |
| <input type="checkbox"/> Leading a group/member of a committee | <input type="checkbox"/> Providing transport/driving |
| <input type="checkbox"/> Getting other people involved | <input type="checkbox"/> Representing |
| <input type="checkbox"/> Organising or helping to run an activity or event | <input type="checkbox"/> Campaigning |
| <input type="checkbox"/> Visiting people | <input type="checkbox"/> Other practical help (e.g. helping out at school, shopping) |
| <input type="checkbox"/> Befriending or mentoring people | <input type="checkbox"/> Any other help |
| <input type="checkbox"/> Giving advice/information/counselling | <input type="checkbox"/> None of these ⇒ Please go to Q37 |

Q35 Over the last 12 months, how often have you helped these groups, clubs or organisations?

⇒ Please cross one box only ☒

- At least once a week
- Less than once a week but at least once a month
- Less often than once a month

Q36 Did you start helping these groups, clubs or organisations for any of the following reasons?

⇒ Please cross all that apply ☒

- | | |
|--|--|
| <input type="checkbox"/> I wanted to improve things/help people | <input type="checkbox"/> It helps me get on in my career |
| <input type="checkbox"/> I wanted to meet people/make friends | <input type="checkbox"/> It's part of my religious belief to help people |
| <input type="checkbox"/> The cause was really important to me | <input type="checkbox"/> It's part of my philosophy of life to help people |
| <input type="checkbox"/> My friends/family did it | <input type="checkbox"/> It gave me a chance to get a recognised qualification |
| <input type="checkbox"/> It was connected with the needs of my family/friends | <input type="checkbox"/> I had spare time to do it |
| <input type="checkbox"/> I felt there was a need in my community | <input type="checkbox"/> I felt there was no one else to do it |
| <input type="checkbox"/> I thought it would give me a chance to learn new skills | <input type="checkbox"/> None of these |
| <input type="checkbox"/> I thought it would give me a chance to use my existing skills | |

⇒ Go to Q38

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Q37 Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations?

➤ Please cross all that apply ☒

- | | |
|---|--|
| <input type="checkbox"/> I have work commitments | <input type="checkbox"/> I have an illness or disability that I feel prevents me from getting involved |
| <input type="checkbox"/> I have to look after children | <input type="checkbox"/> It is not my responsibility |
| <input type="checkbox"/> I have to look after someone who is elderly or ill | <input type="checkbox"/> Other: Please cross the box and write in below |
| <input type="checkbox"/> I have to study | <div style="border: 1px solid black; height: 150px; width: 100%;"></div> |
| <input type="checkbox"/> I do other things with my spare time | |
| <input type="checkbox"/> I'm not the right age | |
| <input type="checkbox"/> I don't know any groups that need help | |
| <input type="checkbox"/> I haven't heard about opportunities to give help | |
| <input type="checkbox"/> I'm new to the area | |
| <input type="checkbox"/> I have never thought about it | |

➤ Please go to Q38





Section 10: Unpaid help to other people

The next section asks about any unpaid help you **as an individual** may have given to other people, that is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else **but not a relative**.

Q38 In the last 12 months, have you done any of these things, unpaid, for someone who was not a relative?

⇒ Please cross all that apply ☒

- | | |
|---|--|
| <input type="checkbox"/> Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or emailing) | <input type="checkbox"/> Looking after a property or a pet for someone who is away |
| <input type="checkbox"/> Doing shopping, collecting pension or paying bills | <input type="checkbox"/> Giving advice |
| <input type="checkbox"/> Cooking, cleaning, laundry, gardening or other routine household jobs | <input type="checkbox"/> Writing letters or filling in forms |
| <input type="checkbox"/> Decorating, or doing any kind of home or car repairs | <input type="checkbox"/> Representing someone (for example talking to a council department or to a doctor) |
| <input type="checkbox"/> Babysitting or caring for children | <input type="checkbox"/> Transporting or escorting someone (for example to a hospital or on an outing) |
| <input type="checkbox"/> Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail | <input type="checkbox"/> Anything else |
| | <input type="checkbox"/> No help given in last 12 months |

⇒ Please go to Q40

Q39 Over the last 12 months, about how often have you done any of these things?

⇒ Please cross one box only ☒

- At least once a week
- Less than once a week but at least once a month
- Less often than once a month





Section 11: Giving to charity

Next are some questions about giving money to charity.

Q40 In the last 4 weeks, have you given money to charity in any of the following ways?

Please exclude donating goods or prizes.

☞ Please cross all that apply ☒

Donations

- Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc)
- Collection at church, mosque or other place of worship
- Collections using a charity envelope/cheque in the post
- Covenant or debit from salary, payroll giving
- Donation – via direct debit, standing order
- Giving to people begging on the street
- Donation – in person or on phone (excluding online or via text message)
- Donation – online/via website
- Donation – by text message
- Donation – via an ATM/cash machine

Purchases/fundraising

- Buying raffle tickets (NOT national or health lottery)
- Buying goods from a charity shop, catalogue or online
- Making a purchase where the price includes a charitable donation/or where you can add a charitable donation to the purchase
- Buying tickets or spending money at fundraising events (e.g. charity dinners, fetes, jumble sales)

Sponsorship

- Sponsorship (not online)
- Sponsorship (online)

Other

- Other method of giving (excluding donating goods or prizes). Please cross the box and write in below:

- Did not give to charity ☞ Please go to Q42

Q41 Approximately how much money have you given to charity in the last 4 weeks?

Please exclude buying goods.

£ .

- Don't know

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Q42 Would any of these things encourage you to start giving to charity or to increase the amount you currently give?

⇒ Please cross all that apply ☑

- | | |
|---|---|
| <input type="checkbox"/> More information about charities I could support | <input type="checkbox"/> More generous tax relief |
| <input type="checkbox"/> Knowing that my money will be spent locally | <input type="checkbox"/> Being asked by someone I know |
| <input type="checkbox"/> Receiving letter/email of thanks from the charity | <input type="checkbox"/> Having more money |
| <input type="checkbox"/> Receiving information on what has been done with my donation | <input type="checkbox"/> If payroll giving were available |
| <input type="checkbox"/> Being asked to increase my donation | <input type="checkbox"/> If the charity helped me/someone close to me |
| <input type="checkbox"/> Confidence that the money will be used efficiently | <input type="checkbox"/> None of these |
| <input type="checkbox"/> More tax efficient methods (e.g. Gift Aid, giving via self-assessment) | |

⇒ Please go to Q43





Section 12: Social Action

The next questions are about getting involved in your local area.

Q43 To what extent do you agree or disagree with the following statement?

When people in this area get involved in their local community, they can really change the way that their area is run.

↳ Please cross one box only ☒

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree

Q44 Have you been involved in any of the following activities in the last 12 months?

Please only include those activities that were unpaid. Please don't cross the box if you only signed a petition but took no further action.

↳ Please cross all that apply ☒

- | | |
|--|--|
| <input type="checkbox"/> Trying to set up a new service or amenity to help local residents | <input type="checkbox"/> Organising a community event (e.g. street party) |
| <input type="checkbox"/> Trying to stop the closure of a local service or amenity | <input type="checkbox"/> Another local issue. Please cross the box and write in below: |
| <input type="checkbox"/> Trying to stop something else happening in my local area | <div style="border: 1px solid black; height: 40px; width: 100%;"></div> |
| <input type="checkbox"/> Running local services on a voluntary basis (e.g. childcare, youth services, parks and community centres) | |
- None of these ↳ Please go to Q46

Q45 On how many occasions in the last 12 months have you spent time helping with any of these activities?

↳ Please cross one box only ☒

- On one occasion only
- On two or three occasions
- On four or five occasions
- More frequently

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2020-21



Section 13: Wellbeing

The next section asks about your feelings on aspects of your life. These questions are included to help measure people's wellbeing and the information produced will not identify you or anyone in your household.

There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to ten, where 0 is 'not at all' and 10 is 'completely'.

Q46 Overall, how satisfied are you with your life nowadays?

↳ Please cross one box only ☒

Not at all
satisfied

Completely
satisfied

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10	Prefer not to say

Q47 Overall, to what extent do you feel the things you do in your life are worthwhile?

↳ Please cross one box only ☒

Not at all
worthwhile

Completely
worthwhile

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10	Prefer not to say

Q48 Overall, how happy did you feel yesterday?

↳ Please cross one box only ☒

Not at all
happy

Completely
happy

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10	Prefer not to say

Q49 Overall, how anxious did you feel yesterday?

↳ Please cross one box only ☒

Not at all
anxious

Completely
anxious

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10	Prefer not to say

Q50 How often do you feel that you lack companionship?

⇒ Please cross one box only ☒

- Often
- Some of the time
- Hardly ever or never
- Prefer not to say

Q51 How often do you feel left out?

⇒ Please cross one box only ☒

- Often
- Some of the time
- Hardly ever or never
- Prefer not to say

Q52 How often do you feel isolated from others?

⇒ Please cross one box only ☒

- Often
- Some of the time
- Hardly ever or never
- Prefer not to say

Q53 How often do you feel lonely?

⇒ Please cross one box only ☒

- Often/always
- Some of the time
- Occasionally
- Hardly ever
- Never
- Prefer not to say

Section 14: About you

The following questions are about you and your circumstances.



Q54 Do you (or your household) own or rent this accommodation?

⇒ Please cross one box only ☒

- Own it outright
- Buying it with the help of a mortgage/ loan
- Part own and part rent (shared ownership)
- Rent it (includes those who are on Housing Benefit or Local Housing Allowance)
- Live here rent-free (including rent-free in relative's /friend's property but excluding squatters)
- Squatting



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2020-21

Q55 Which one of the following best describes your ethnic group or background?

⇒ Please cross one box only ☒

White

- English /Welsh /Scottish /Northern Irish /British
- Irish
- Gypsy or Irish Traveller
- Any other White background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background

Black or Black British

- African
- Caribbean
- Any other Black/African/Caribbean background

Other Ethnic Group

- Arab
- Any other ethnic group

Q56 Are you a citizen of any of the following?

Citizenship means you are entitled to a passport issued by that country.

⇒ Please cross all that apply ☒

- The United Kingdom (Great Britain and Northern Ireland)
- Republic of Ireland
- Any other member state of the European Union
- Any other country elsewhere in the world

Q57 What is your religion, even if you are not currently practising?

⇒ Please cross one box only ☒

- No religion
- Christian
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion

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2020-21

Q58 Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.

⇒ Please cross one box only ☒

- Higher degree/postgraduate qualifications
- First degree (including BEd) Postgraduate Diplomas/Certificates (including PGCE) Professional qualifications at Degree level (e.g. chartered accountant/surveyor) NVQ/SVQ Level 4 or 5
- Diplomas in higher education/other HE qualification HNC/HND/BTEC higher Teaching qualifications for schools/further education (below degree level) Nursing/ other medical qualifications (below degree level) RSA Higher Diploma
- A/AS levels/ SCE higher/Scottish Certificate 6th Year Studies NVQ/SVQ/GSVQ level 3/ GNVQ Advanced ONC/OND/BTEC National City and Guilds Advanced Craft/Final level/ Part III RSA Advanced Diploma
- Trade Apprenticeships
- O level/GCSE Grades A*-C/SCE Standard/Ordinary Grades 1-3 NVQ/SVQ/GSVQ level 2/GNVQ intermediate BTEC/SCOTVEC First/ General diploma City and Guilds Craft/Ordinary level/ Part IV RSA Diploma
- O level/GCSE grade D-G/SCE Standard/Ordinary grades below 3 NVQ/SVQ/GSVQ level 1/GNVQ foundation BTEC/SCOTVEC First/General certificate City and Guilds Part I/RSA Stage I-III SCOTVEC modules/ Junior Certificate
- Other qualifications including overseas
- No qualifications

Q59 As a thank you for returning a completed version of this questionnaire, a £10 shopping voucher will be posted to your address within 5 working days.

In order for us to address the voucher to you personally, please enter your full name in the box below.

Enter full name:



Section 15: Future research

Q60 We may like to contact you again, with questions relating to this survey or to help with other connected research for the Government or a charity. Would it be okay for us to contact you within the next two years?

This will involve us keeping a secure record of your name and/or telephone number for two years. Your contact details will not be used for any other purposes and will be destroyed after two years.

If you answer 'yes', you are giving your permission for us to re-contact you within the next two years to discuss taking part in follow-up research. You are not agreeing to take part in any research.

Yes No

Q61 If follow up research related to this survey was being conducted on behalf of the government or a charity would you be willing for Kantar Public to securely pass your name, contact details and information from this survey to another research organisation, so they could contact you within the next two years?

This will involve us keeping a secure record of your name, telephone number for two years. Your contact details will only be shared for valid research purposes and will be destroyed after two years.

If you answer 'yes', you are giving your permission to be re-contacted to discuss taking part in follow-up research within the next two years by another research organisation. You are not agreeing to take part in any research.

Yes – willing for details to be passed on [Please go to Q62](#)
 No – not willing for details to be passed on

Q62 Please enter your telephone number so that we can contact you for any follow up research.

Enter telephone number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Q63 Finally, before submitting your response to this survey, please sign your name to confirm that you answered the questions as accurately as possible and that the answers reflect your own personal views.

I confirm that I answered the questions as accurately as possible and that the answers reflect my own personal views

Signature

D	D	M	M	Y	Y
---	---	---	---	---	---

Date

**Thank you for completing the questionnaire.
Please return it to us in the envelope provided.**

Appendix C: Advance Online Letter, Reminder Online Letter and Paper Letter



Department for Digital, Culture, Media and Sport
100 Parliament Street
London, SW1A 2BQ

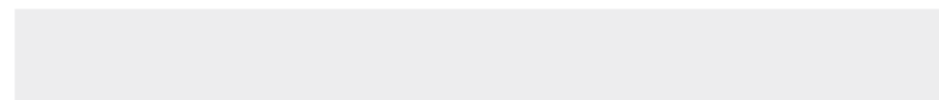
The Community Life Survey Help build stronger communities

This is an invitation to take part in the Community Life Survey, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

Your contribution will help strengthen local communities and allow the government, charities and other public sector organisations to track changes over time.

Each person who completes the survey will receive a **£10 shopping voucher** to thank them for their time.

It's easy to take part. Simply go online to www.commlife.co.uk and log in using one of the reference number and password details provided below. Up to four people aged 16 or over can take part in your household. Each set of login details can only be used once.



The closing date for the survey is **Sunday 29th March**.

The survey can be completed on a laptop, tablet or smartphone. If you are unable to complete the survey online and require a paper version of the questionnaire please use the contact details in the box below.

I hope you enjoy the questionnaire and the opportunity to express your thoughts and opinions about your local area.

Yours faithfully,

Jackie Orme
Head of Statistics and Research
Department for Digital, Culture, Media and Sport
HM Government

This study is being carried out on behalf of the Government by Kantar, an independent social research organisation. If you would like to talk to someone about the study or if you require a postal version of the questionnaire, please contact Kantar between 9am-5pm on Monday to Friday, via the email address or information line below.

✉ Communitylifesurvey@kantarpublish.com

☎ Information line: 0800 158 2952

1

Error! Unknown document property name.

CONFIDENTIAL



Why did we choose your address?

As it is not possible to ask everyone to take part in the survey, we select a sample of addresses to represent the entire country. Your address was selected at random from a list of private addresses held by the Royal Mail.



Who is conducting the survey?

The survey is being conducted on behalf of the Department for Digital, Culture, Media and Sport (DCMS) by **Kantar**, an independent research agency, part of the WPP group.

More information about the survey is available online at www.gov.uk/government/collections/community-life-survey-2



Is this survey confidential?

Yes. The information that is collected will only be used for research and statistical purposes. Your contact details are kept separate from your answers and will not be passed on to any other organisation outside of the WPP group or supplier organisations who assist in running the survey.

Data from the survey will be shared with DCMS for the purpose of producing and publishing statistics. The data shared with DCMS won't contain your name or contact details, and no individual or household will be identifiable from the results. Your answers will be combined with others that take part in the survey. You will not receive any 'junk mail' as a result of taking part.



Why are my views important?

We need people from all age groups and backgrounds to take part. Your views are important to us as without them we may not have a representative picture of the communities that people live in.



Data Protection

All information will be processed in compliance with the Data Protection Act 2018 and General Data Protection Regulation for the performance of official authority and public interest and will only be held for as long as it is being used to produce statistics.

Further information about the way we handle your personal data can be found at commlife.co.uk/surveypolicy

Should you have any specific concerns or queries please contact: dcmsdataprotection@culture.gov.uk and quote 'Community Life Survey' or call **0800 158 2952**



What do you need to do?

Up to four people aged 16 or over in your household simply need to go to www.commlife.co.uk, enter one of the reference numbers and associated password provided and complete the questionnaire **by the date shown on the front of the letter.**

If you would like to take part but are unable to complete the survey online please contact the Kantar Information Line and a paper version of the questionnaire will be sent to you along with a pre-paid envelope.



How do I collect the voucher?

Once you have completed the survey you will be directed to the Perks website where you can use the survey login details to sign in and choose from a range of different £10 shopping vouchers.



How will the information be used?

The information will be used to produce and publish statistics on areas such as volunteering and charitable giving. The information also helps government departments create policies aimed at building stronger communities and enabling people to play a more active role in their communities and society.

The information will also be used by local decision-makers, voluntary groups, local government and councils to understand and drive improvements in local communities.



What are my rights?

Completion of this survey is voluntary. We will ask for details such as your views on the community. We will also ask you for sensitive information such as your ethnicity and religion but you don't have to answer these questions. For more information see <https://ico.org.uk/for-the-public/>

If you are not happy with the way we are processing your data, you have the right to lodge a complaint to the Information Commissioner's Office about our practices at: <https://ico.org.uk/concerns/>



HM Government



Department for Digital, Culture, Media and Sport
100 Parliament Street
London, SW1A 2BQ

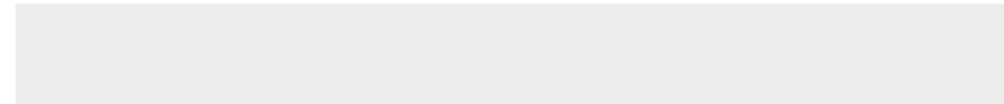
The Community Life Survey Have your say

We recently invited your household to take part in the Community Life Survey, an official Government study. Our records suggest that the survey has not yet been completed by all adults in your household. We are writing again because of the importance of your household in helping us to gather accurate information.

This is your opportunity to make your views heard on a range of issues that affect your local area.

If you or anyone in your household have not taken part, please follow the instructions below. You will be able to collect your **£10 shopping voucher** at the end of the survey.

It's easy to take part. Simply go online to www.commlife.co.uk and log in using one of the reference number and password details provided below. Up to four people aged 16 or over can take part in your household. Each set of login details can only be used once.



The closing date for the survey is **Sunday 29th March**.

The survey can be completed on a laptop, tablet or smartphone. If you, or anyone in your household, are unable to complete the survey online and require a paper version of the questionnaire, please use the contact details in the box below.

I hope you enjoy the questionnaire and the opportunity to express your thoughts and opinions about your local area.

Yours faithfully,

Jackie Orme
Head of Statistics and Research
Department for Digital, Culture, Media and Sport
HM Government

This study is being carried out on behalf of the Government by Kantar, an independent social research organisation. If you would like to talk to someone about the study or if you require a postal version of the questionnaire, please contact Kantar between 9am-5pm on Monday to Friday, via the email address or information line below.

✉ Communitylifesurvey@kantarpublic.com

☎ Information line: 0800 158 2952

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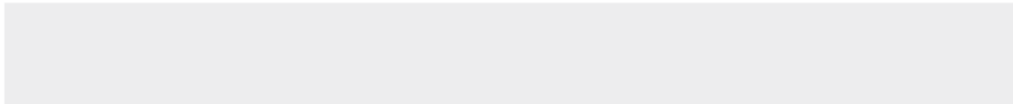
The Community Life Survey Help us build stronger communities

We recently invited your household to take part in the Community Life Survey, an official Government study that allows your views to be heard on a range of issues affecting your local area. Our records suggest that the survey has not yet been completed by all the adults in your household.

Each person who completes the survey will receive a £10 shopping voucher to thank them for their time.

In order to fully understand how people feel about their local area, we need as many people to take part in this important study as possible.

It's easy to take part. Simply go online to www.commlife.co.uk and log in using one of the reference number and password details provided below. Up to four people aged 16 or over can take part in your household. Each set of login details can only be used once.



To collect your £10 shopping voucher, please complete by **Sunday 29th March**. You can choose a voucher from a range of retailers.

The survey can be completed on a laptop, tablet or smartphone. If you, or anyone in your household, are unable to complete the survey online we have enclosed a paper copy of the questionnaire with a pre-paid envelope if you or any other adults in your household aged 16 or over are unable to take part online.

Thank you for taking the time to tell us about your local area, and contribute to an official government study.

Yours faithfully,

Jackie Orme
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Appendix D: List of derived variables created for the Community Life Survey

Variable name	Description
Rnssec	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Operational Categories
Rnssec8	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 8 groups
Rnssec5	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 5 groups
Rnssec3	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 3 groups
Rage3	Respondent age: 3 categories
Rage3E	Respondent age: 3 categories for Ethnicity categories
Rage4	Respondent age: 4 categories
R2age3	Respondent age2: 3 categories
Rage5	Respondent age: 5 categories
Rage6	Respondent age: 6 categories
R2age6	Respondent age2: 6 categories
Ragecat	Respondent age: 7 categories
Age2564	Respondent age binary grouping (25-64)
Nadlt60X	Number of adults under 60 in household
Nadgt59	Number of adults 60 or over in household

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Livharm1	Respondent marital status
Nslivarr	Respondent living arrangements
Ethnic2	Ethnic group: 2 categories
Ethnic4a	Ethnic group: 4 categories
Ethnic5a	Ethnic group: 5 categories
Ethnic6	Ethnic group: 6 categories
Ethnic11a	Ethnic group: 11 categories
RSxage12	Respondent sex and age: 12 categories
RSexeth6a	Respondent sex and ethnic group: excludes Mixed or Other
Xsmain1	English one of main languages
Relprac	Whether actively practising Religion
Actrel3	Whether practising Religion (3 groups)
RelBI	Respondent Religion Christian and no Religion compared to all minority Religions
Relig7	Respondent Religion: 7 categories Jewish included in other
ZSBeGB	How strongly do you belong to Britain
ZSBeNeigh	How strongly do you belong to your neighbourhood
SLive5	How long lived in neighbourhood: 5 categories
SLive7	How long lived in neighbourhood: 7 categories
Zstogeth	Agree ('definitely' or 'tend to') that local area is place where people from different backgrounds get on well together
Zslocsat	How satisfied or dissatisfied with this local area as a place to live
Zcivpar1	Civic participation in last 12 months
Zcivpar3	Civic participation in last 12 months with missing values

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Zcivmon1	Civic participation at least once a month
Zpconsul1	Any Civic consultation in past 12 months
Zcivcon1	Civic consultation at least once a month
ZPAffLoc	Can you influence decisions affecting area
ZPIinfl	How important is it personally for you to be able to influence decisions in your local area
Zformon	Formal volunteering at least once a month
Zforvol2	Formal volunteering in last 12 months with missing values
Zmxvol1	Mixed at least once in the last month with people from different ethnic groups, religious groups, age groups, social or educational backgrounds and those living in different neighbourhoods: formal volunteering
Zforvol	Formal volunteering in last 12 months
Funhrs2	Formal volunteering hours – excluding large values
Zempvol1	Volunteered through work in last 12 months – all
Gemppar1	Volunteered through work in last 12 months – current employees
ZIhlpmon	Informal help at least once a month
Zinfol	Informal help in last 12 months
Zinfol2	Informal help in last 12 months with missing values
Ihlphrs2	Informal volunteering hours – excluding large values
Zinffor	Formal or informal volunteering in the last 12 months
Zinfform	Formal or informal volunteering at least once a month
Zanyvol	Formal or informal or employer volunteering in the last 12 months

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GivAmtX	About how much (altogether) have you given to charity in the last 4 weeks
Givech1	Given money to charity in past 4 weeks (missing values coded as no)
Givech3	Given money to charity in past 4 weeks
GivAmtB	Amount given to charity (Banded)
GivAmtB2	Amount given to charity (Banded)
GivAmt2	Amount given to charity excluding over £300+
ZSPull	To what extent would you agree or disagree that people in this neighbourhood pull together, SPull collapsed
N13	Whether been a councillor or been a member of a group making decisions in the last 12 months
ZCivact1	Any civic activism activities in past 12 months (CivAct1)
ZCivact2	Any civic activism activities in past 12 months (CivAct2)
ZCivren	Any civic activism in the past 12 months
Zcivren3	Any civic activism or consultation in the past 12 months
Zciveng1	Whether taken part in any civic engagement
ZEngFv1	Any civic engagement or formal volunteering in the last 12 months
Zdill	Limiting long-term illness/disability
Sid2	Respondent sexual identity 3 categories
Student	Full-time student
Zquals	Respondents (aged 16-69) Highest Qualification
Zquals1	Respondents Highest qualification all ages
Zqual2	No Formal Qualifications/ Formal Qualifications (web respondents only)
Zqual3	No Formal Qualifications/ Formal Qualifications

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Zvolgps	BME or no qualifications or limiting long term illness
ZIncomHH	Respondent and partners (if applicable) gross income: 8 categories
ZIncomer	Respondents gross income (for those with a partner): 8 categories
DVILO3a	Respondent economic status: 3 categories
DVILO4a	Respondent economic status: 4 categories
Zschatny	Whether chat to neighbours more than to just say hello
Zschatnf	Frequency of chatting to neighbours more than to just say hello
Zvyfreq	Frequency of previous unpaid help given to a group, club or organisation
ZSFavN	Agree ('definitely' or 'tend to') that they borrow things and exchange favours with neighbours
ZLocAtt	Whether agree or disagree that when people get involved in their local community they can really change the way an area is run
ZLocPeop1	Whether aware of local people getting involved in a local issue/activity
ZLocInv1	Whether been personally involved in helping out with local issue/activity
ZLocOft	Number of occasions in the last 12 months, have spent time helping with activity/issue in local area
Pethdec	Percentage of minority ethnic households in ward

Appendix E: Experiments in the 2020/21 Community Life Survey

E.1 Randomised control trial – provision of paper questionnaires

The 2020/21 Community Life Survey included a randomised controlled trial on the impact on response probability of including two paper questionnaires with the second reminder letter.

Within each of the five ‘response group’ strata (see 3.3.1 for definitions), each sampled address was randomly allocated to either (a) receive these questionnaires in the second reminder (if needed), or (b) not.

The allocation probability for condition (a) varied between strata: 80% for response group strata 1 & 2; 57% for response group stratum 3; and 20% for response group strata 4 & 5. This variation was to partially preserve the ‘targeted’ provision of paper questionnaires that has been a feature of the Community Life Survey design for many years.

Table E.1: Number of issued addresses in each cell of each ‘response group’ stratum

	Response group strata					All
	1 (lowest expected web response)	2	3	4	5 (highest expected web response)	
No paper questionnaires in 2nd reminder	1,535	1,317	2,445	3,301	2,618	11,216
Up to two paper questionnaires in 2nd reminder	6,196	5,367	3,284	842	663	16,352

For the purposes of analysis, Kantar has constructed a design weight which compensates for unequal address sampling probabilities within the sample as well as the uneven experiment cell allocation probabilities described above.³⁵ After applying this weight, it was found that the provision of paper questionnaires in the second reminder:

- Increased the probability of *any* completed questionnaires from the sampled address by three percentage points, from 27% to 30% (a relative increase of 12%)

³⁵ This weight was equal to $1/[p(\text{sampled}) * p(\text{allocated to allocated cell})]$.

- Increased the mean number of completed questionnaires per sampled address by 0.07, from 0.39 to 0.46 (a relative increase of 17%)
- Increased the mean number of completed paper questionnaires per sampled address by 0.11, from 0.03 to 0.14
- Decreased the mean number of completed web questionnaires per sampled address by 0.04, from 0.37 to 0.32 (a relative decrease of 11%).

In summary, inclusion of paper questionnaires in the second reminder raised the overall response rate but *reduced* the web response rate. In other words, there was some displacement of web responses by paper responses at an overall rate of about one in nine but much higher than that if we consider only those that had not yet responded by the time of the second reminder. Perhaps one in two of those who would have responded by web after the second reminder responded instead by paper. This has some implications for Community Life Survey data because the paper questionnaire (i) covers only a subset of the web questionnaire, and (ii) generally yields poorer quality data than the web questionnaire.

The very large size of this experiment allows some subgroup analysis. First, table E.2 shows the change in the mean number of completed questionnaires and completed web questionnaires for each of the response group strata. There is no clear pattern here, although the impact in response group 2 is more substantial than elsewhere, and with no accompanying loss in web response.

Table E.2: Changes in response due to the provision of paper questionnaires in the second reminder (disaggregated by ‘response group’ strata)

	Response group strata					All
	1 (lowest expected web response)	2	3	4	5 (highest expected web response)	
Change in mean number of completed questionnaires per sampled address (+ relative %)	+0.04 (+14%)	+0.09 (+26%)	+0.06 (+16%)	+0.09 (+21%)	+0.05 (+10%)	+0.07 (+17%)
Change in mean number of completed web questionnaires per sampled address (+ relative %)	-0.04 (-17%)	0.00	-0.05 (-13%)	-0.04 (-11%)	-0.08 (-16%)	-0.05 (-11%)

Second, it is possible to make use of the CACI data on household structure (see 3.4) to construct quasi-strata: (1) addresses where CACI predicted that everyone was aged 35 or under (7,249 issued

addresses, 27% of the total), (2) addresses where CACI predicted that everyone was aged 65 or over (4,493 addresses, 16% of the total), and (3) other addresses with CACI data (15,386 addresses, 57% of the total). More simply, we may call these quasi-strata Young, Old and Mixed. This analysis is worth doing because paper questionnaires are primarily designed for people who are offline or otherwise not willing to complete a survey online. This group is much older than the population average so there should be some expectation that the impact of providing paper questionnaires in the second reminder will be strongest among addresses in the 'Old' stratum.

This hypothesis was realised: the gain in response was much greater among addresses in the 'Old' quasi-stratum than among addresses in the 'Young' and 'Mixed' quasi-strata, although an increase was recorded in all strata. A loss in web response was also recorded in all strata, although more strongly in the Mixed stratum than in the Young or Old strata.

Table E.3: Changes in response due to the provision of paper questionnaires in the second reminder (disaggregated by 'household age structure' quasi-strata)

	Household structure quasi strata			
	Young	Mixed	Old	All
Change in mean number of completed questionnaires per sampled address (+ relative %)	+0.05 (+13%)	+0.05 (+12%)	+0.13 (+40%)	+0.07 (+17%)
Change in mean number of completed web questionnaires per sampled address (+ relative %)	-0.02 (-6%)	-0.06 (-14%)	-0.02 (-7%)	-0.05 (-11%)

It is worth also considering how area deprivation may mediate the impact of providing paper questionnaires in the second reminder.

The five 'response group' strata were formed several years ago to maximally disaggregate the sample with respect to expected web response rates. However, 'response group' is not a useful analysis variable in its own right. A more useful 'area type' variable for analysing this experiment would be one based on five equal-sized groups determined by the Index of Multiple Deprivation (IMD). This variable had been used to stratify the sample in older versions of the Community Life Survey and is a frequently used analysis variable in social research. It is correlated with 'response group' (Spearman's Rho = +.81) but not identical to it.

Table E.4 cross-tabulates the five category IMD variable with the CACI-derived household age structure quasi-strata, revealing an interesting finding. The impact on response of providing paper questionnaires in the second reminder was relatively weak in the less deprived areas (IMD groups 3-5) and particularly for addresses in the Young and Mixed quasi-strata. Aggregating these cells together (IMD 3-5 and Young/Mixed, shaded in the table below), we find that the provision of paper questionnaires in the second reminder increased the mean number of completed questionnaires per sampled address by only 0.04 (a relative increase of 8%) and decreased the mean number of completed web questionnaires by 0.07 (a relative decrease of 16%). For these addresses, the provision of paper questionnaires is of doubtful value: costing a lot, increasing the response rate only slightly, and displacing a substantial amount of higher quality web data.

Table E.4: Changes in mean number of completed questionnaires per sampled address due to the provision of paper questionnaires in the second reminder (disaggregated by IMD group and 'household age structure' quasi-strata)

CACI household age structure quasi-strata	IMD group					All
	1 (most deprived fifth)	2	3	4	5 (least deprived fifth)	
Young	+0.08 (+31%)	+0.08 (+23%)	-0.02 (-6%)	+0.06 (+14%)	-0.03 (-6%)	+0.05 (+13%)
Mixed	+0.08 (+25%)	+0.05 (+13%)	+0.04 (+9%)	+0.03 (+6%)	+0.06 (+12%)	+0.05 (+12%)
Old	+0.12 (+51%)	+0.20 (+70%)	+0.14 (+42%)	+0.18 (+55%)	+0.05 (+11%)	+0.13 (+40%)

As noted above, paper questionnaires are primarily designed for people who are offline. It is possible to check the share of (all) responses that are from offline individuals, under the two design conditions, and using the same design weight as above. The offline share of responses was 7.3% where paper questionnaires had been included in the second reminder, but only 3.8% where they had not. In short, provision of paper questionnaires in the second reminder approximately doubled the share of respondents who were offline.

The same ratio is observed for the subset of addresses shaded in table E.4 (addresses in the Young or Mixed quasi-strata and in less deprived areas (groups 3-5)). However, this doubling was from 1.6% to just 3.2%, reflecting the fact that much fewer offline individuals live in these addresses than live in those that are more deprived or classified by CACI as 'Old'. Using data only from those addresses that received paper questionnaires in the second reminder (that is, controlling for survey method), only 22% of offline respondents were in this Young/Mixed/less deprived subset, compared to 52% of all respondents.

Finally, it is worth looking at the offline/online status of paper respondents where paper questionnaires were provided in the second reminder. Overall, only 20% of these respondents reported being offline and technically would not be covered by a web-only survey design. The vast majority (80%) of paper respondents were online but chose to complete the survey on paper. This effect is much stronger in the Young and Mixed addresses, especially those that are in less deprived areas (groups 3-5). Taking that address subset as a whole (shaded in table E.5), we find that only 10% of paper respondents were offline.

Table E.5: Proportion of paper respondents who report being offline; paper questionnaires included in second reminder (disaggregated by IMD group and ‘household age structure’ quasi-strata)

CACI household age structure quasi-strata	IMD group					All
	1 (most deprived fifth)	2	3	4	5 (least deprived fifth)	
Young	17%	18%	8%	2%	0%	10%
Mixed	24%	15%	10%	7%	15%	14%
Old	49%	33%	33%	37%	26%	35%

Overall, while there is certainly a benefit to including paper questionnaires in a reminder, there are some strata where the drawbacks (less web data, few offline completers of the paper questionnaires) probably outweigh what is, in any case, a more modest benefit. A reasonable design approach would be to ensure that addresses in the more deprived areas, or that are classified by CACI as ‘Old’, are provided with paper questionnaires in one of the reminders but treat this as optional in other strata.

E.2 Prediction quality of CACI household data

E.2.1 Background and research objective

The 2020/21 Community Life Survey sample was augmented with household structure data from the company CACI Ltd, namely its prediction of the number of resident 18-24-year-olds, 25-34-year-olds, 35-44-year-olds, 45-54-year-olds, 55-64-year-olds, 65-74-year-olds, and those aged 75+. This data was added to the address sample to test how predictive it was of reported household age structures (and of overall household size).

E.2.2 Data preparation

To evaluate this, the Community Life Survey respondent dataset was weighted to compensate not only for differences in address sampling probability but for differences in the number of responses per address. This was achieved by taking each respondent’s design weight (one divided by the relevant address sampling probability) and then further dividing this by the number of responses from the same address. This second component eliminated double counting of addresses with multiple respondents but without the need to select one report from among two, three or even four from the same address.

E.2.3 Results 1: Number of adults resident at the address

Overall, there was a modest but positive correlation (Pearson’s R: +0.30) between the number of adults (18+) predicted by CACI and the number reported by Community Life Survey respondents. Just over half (52%) of the CACI predictions were exactly right but a set of predictions based only on knowledge of the overall population distribution would be exactly right in 40% of instances, so 52% is less impressive than it sounds. However, major errors were rare: nine in ten (91%) of the predictions were either exactly right or off by no more than one.

Table E.6 summarises this data, illustrating the positive correlation between the two sources of data but also the degree of error in the CACI data. The first section of the table (‘column %s’) shows the

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distribution of CLS reports for addresses with a particular CACI prediction (one, two, or three or more adults aged 18+). For example, 60% of addresses that CACI predicted would have one adult had exactly that, but 40% contained additional adults. In the second section of the table ('row %s'), the direction of analysis is reversed; for example, 44% of CLS reports of one adult had been predicted by the CACI data but in 56% of cases CACI had predicted more than one adult.

Table E.6: CACI/CLS covariance in number of resident adults aged 18+

CLS report (N 18+ in household)	CACI prediction (N 18+ in address)		
	1	2	3+
	Column %s (% of CACI category in CLS category)		
1	60%	33%	25%
2	34%	53%	37%
3+	6%	14%	38%
	Row %s (% of CLS category in CACI category)		
1	44%	49%	7%
2	21%	70%	9%
3+	12%	58%	29%

Table E.6 also demonstrates that the CACI predictions are weaker with larger households (three or more adults). Fewer than one in three (29%) CLS reports of 3+ adults were predicted by CACI. This compares with 44% of single adult households and 70% of two-adult households.

Although the predictive quality of the CACI data is modest, there may still be opportunities to apply it to improve Community Life Survey sampling or fieldwork efficiency.

One application for this data might be to use it to reduce the number of logins provided in the invitation and reminder letters, down from the current four per letter. Based on the data presented here, the uniform provision of four logins excludes only 0.6% of those aged 18+ who are resident in sampled addresses.³⁶ However, the provision of four logins also allows scope for particular respondents to complete the survey more than once in order to gain additional incentive(s). This latter risk is probably well controlled by the data processing quality control procedure (see 6.2) but, ideally, it would be reduced at source without significantly increasing the exclusion rate. Reducing the number of logins would go some way to achieving that if it could be combined with a low exclusion rate.

In table E.7, we show the mean number of logins per letter and the nominal exclusion rate for various login approaches. The exclusion rate is shown for both the total population (row 'All') and for the population living in different household sizes. For example, the uniform provision of three logins (column '3-3-3') would exclude 4% of the population, while the uniform provision of two logins (column '2-2-2') would exclude 12% of the population. A more subtle approach would be to vary the number of logins on

³⁶ The target population for the Community Life Survey is all those aged 16+, not 18+ but we use 18+ in this analysis to be consistent with the CACI data.

the basis of CACI data but always provide four if the CACI data predicts three or more resident adults. For example, column '2-3-4' would exclude only 4% of the population but the mean number of logins would be down to 2.8 from the current 4.

For most designs, the nominal exclusion rate for adults living in the largest households (four or more adults) is quite high but (i) only 13% of adults live in these households, and (ii) non-response from household members means the realised exclusion rates are much lower than the nominal exclusion rates reported here.

Table E.7: Estimated mean number of logins and nominal exclusion rates for different login methods (disaggregated by household size)

Number of residents aged 18+ (CLS)	Share of all aged 18+ in these addresses	Number of logins provided in the letter (for example, '2-2-3' means 2 if CACI = 1, 2 if CACI = 2, 3 if CACI = 3+)						
		4-4-4	3-4-4	3-3-4	3-3-3	2-3-4	2-2-3	2-2-2
1	22%	0%	0%	0%	0%	0%	0%	0%
2	50%	0%	0%	0%	0%	0%	0%	0%
3	15%	0%	0%	0%	0%	4%	24%	33%
4+	13%	5%	8%	21%	28%	24%	45%	52%
All	100%	1%	1%	3%	4%	4%	9%	12%
Mean logins		4.0	3.7	3.1	3.0	2.8	2.1	2.0

E.2.4 Results 2: Ages of adults resident at the address

We can also look at the individual age categories (18-24, 25-34, 35-44, 45-54, 55-64, 65-74, and 75+) and carry out a similar analysis. The correlation between the CACI data and the CLS reports generally increases the older the age group, perhaps reflecting the quality of input data into the CACI predictive model. The Pearson correlation coefficient R ranges from +0.26 (18-24s) up to +0.46 (65-74s), dipping slightly to +0.43 for the oldest age category (those aged 75+).

It is also possible to recode this data into binary variables – that is, any aged [range] v none aged [range] – and generate classical identification statistics such as sensitivity (the proportion of CLS reports that contain people aged [range] that were correctly identified as such by CACI) and specificity (proportion of CLS reports that do not contain people aged in [range] that were correctly identified as such by CACI). These values – plus some other derived statistics – are summarised in table E.8. This table supports the basic finding from the correlational analysis that the CACI data is stronger at identifying addresses where older people live than at identifying addresses where younger people live.

Table E.8: CACI/CLS sensitivity and specificity analysis per age group

Age group	Sensitivity	Specificity	Balanced accuracy score (BA) [average of sensitivity and specificity]	Matthews correlation coefficient (MCC) ³⁷
18-24	37%	90%	63%	+0.26
25-34	45%	87%	66%	+0.32
35-44	49%	86%	67%	+0.35
45-54	54%	87%	70%	+0.41
55-64	52%	88%	70%	+0.41
65-74	50%	92%	71%	+0.46
75+	52%	93%	72%	+0.46
All	49%	89%	69%	+0.39

One potential application is to use this data to efficiently identify addresses containing older people. This would be useful because it is older people who are most likely to need the paper questionnaire.

The CACI data predicted that one in five (21%) of the CLS reports would contain only those aged 65+. We might call this subset of addresses the ‘Old’ subset. Seven in ten (71%) ‘Old’ addresses indeed contained at least one person aged 65+, and half (49%) of all those aged 65+ were found in these addresses, more than double what we would expect if the CACI data was not predictive.

A slightly wider subset would include all those addresses where CACI predicted at least one person aged 65. The sensitivity was 63%, meaning that nearly two thirds of all people aged 65+ were found in the 28% of addresses that CACI predicted would contain someone of that age. This is further evidence that the CACI data could assist in the targeting of letters or of paper questionnaires on the basis of the recipients’ expected age.

³⁷ See https://en.wikipedia.org/wiki/Matthews_correlation_coefficient